



Workforce Investment Act Program Year 2015

Annual Report





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October 2, 2016

I am pleased to present the 2015 Workforce Investment Act Annual Report for Louisiana, which covers the activities and achievements of the Louisiana Workforce Commission from July 1, 2015, through June 30, 2016.

The past fiscal year has shown continued workforce-growing successes throughout the agency even amidst changing environments from the transition into the parameters of the Workforce Innovation and Opportunity Act (WIOA) to the transition into a new administration with the recent election of Governor John Bel Edwards.

We are particularly proud to focus on helping disabled military veterans get the services they need to find jobs. We provided intensive services to 99.7 percent of the veterans served by the Disabled Veterans Outreach Program through our Business and Career Solutions Centers throughout Louisiana – far surpassing our target goal of 94 percent.

Louisiana met or exceeded all nine performance measures under the Workforce Investment Act during 2015. The ultimate goal for business engagement is to create a partnership in order to make Louisiana the best state in which to work and grow a business. During 2015-2016, we made great strides in this area.

I have committed my administration to focus on improving customer service to all our constituents in all departments and entry points. Good customer service is the key for Louisianans to view our department as a valuable resource in finding gainful employment.

We have continued the collaborative effort joining workforce development, post-secondary training institutions, universities, community and technical colleges as well as social services providers to build a strategic plan for implementation of the Workforce Innovation and Opportunity Act (WIOA) in Louisiana. This exciting partnership will help grow our state's workforce by making skill-building services a priority among all partner agencies and organizations.

This Annual Report provides a review of the strategies that are helping to prepare Louisiana workers, educators and workforce partners for the improving employment growth trend that is projected through at least 2024.

The work ahead will be challenging and exciting. As the Annual Report demonstrates, Louisiana is well positioned to maximize the opportunities in workforce development.

Sincerely,

Ava Dejoie
Executive Director

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I: State News

It was a busy year for the Louisiana Workforce Commission as workforce development initiatives accelerated across the Bayou State. Here's a look at some of the highlights.

Transition of Administrations

The Louisiana Workforce Commission seamlessly transitioned from the administration of Governor Bobby Jindal to the administration of Governor John Bel Edwards upon his inauguration on January 11, 2016.

Governor Edwards appointed Ava Dejoie to serve as executive director and replace Curt Eysink, who immediately brought on a new team to continue the work of putting people to work in Louisiana.

Executive Director Dejoie has fought hard for meaningful workforce reforms, including a meaningful increase in the minimum wage and equal pay for equal work, and has committed the agency to improving its customer service for all constituents. She continues to develop partnerships with local elected officials and organizations to help those who need it the most to find meaningful employment, particularly those affected by the recent flooding.

Powerful Tools for Youth

With workforce demands expected to grow to about 1.3 percent each year through 2022, the agency deployed two significant online tools to aid in career building.

Developed by LWC's Research and Statistics Unit, My Life My Way is aimed primarily at young people who are making initial career choices or are examining job options that meet their lifestyle goals across Louisiana.

By logging into My Life, My Way at www.laworks.net, users can input a variety of criteria such as desired salary and lifestyle desires to create a profile that effectively tells them what they will have to earn to achieve their goals. They also are provided career information to guide them in options for academic programs and other job guidance to help them get there.

Based on the criteria they input, users are linked to the companion Star Jobs site. Star Jobs rates Louisiana jobs by such criteria as earnings potential and demand in a 5-star scale, with 4- and 5- star jobs being the most desirable. Together, My Life My Way and Star Jobs are powerful analytical tools for young people as they launch a career or consider shifting to a new one.

LWC, under the direction of the Workforce Investment Council, has identified education levels necessary for occupations that are in demand in Louisiana.

These recommendations were presented to the Occupational Forecasting Conference, and adopted by the WIC Engaging Youth – My Life My Way initiative. To better engage young people, the website was made available on all mobile enabled platforms.

Reaching Out to Underserved Groups

Another success story in 2015-2016 focused on helping disabled military veterans get the services they need to find jobs.

LWC had set a target of providing intensive service to 94 percent of veterans engaged in the Disabled Veterans Outreach Program. We smashed through that goal. Our Jobs for Veterans State Grant staff along with their program partners within the Business and Career Solutions Centers across Louisiana provided intensive services to 99.7 percent of the participants in the disabled veterans outreach program.

Meeting/Exceeding WIA Performance Measures

With programs aimed at young people, veterans, difficult-to-employ populations and of course initiatives for Louisiana's broader workforce, the state met or exceeded all nine WIA Performance Measures for program year 2014.

II: Performance Accountability

a. Waivers

In Program Year 2014, the United States Department of Labor (USDOL), Employment and Training Administration (ETA) granted extensions to six waiver requests. These waivers were effective through Program Year 2015. These waivers provided flexibility to state and local areas and allowed them to enhance their ability to improve the statewide workforce system. These waivers were:

Waiver of the funds transfer limitation at WIA Section 133(b)(4) to permit states to approve local area requests to transfer up to 50 percent of local area formula allocation funds between the WIA Adult and Dislocated Worker programs.

This allowed local areas to transfer up to 50 percent of a program year allocation for adult employment and training activities and up to 50 percent of a program year allocation for dislocated worker employment and training activities between the two programs. The waiver provided local workforce investment boards the ability to better respond to changes in the economic environment and the local labor market. Resources were channeled to the population with the greatest need. The Transfer Authority waiver enabled local boards to be more responsive to the volatile economic climate.

Waiver of the required 50% employer match for customized training at WIA Section 101(8)

(C) to permit a match based on a sliding scale as follows: (a) no less than 10% match for employers with 50 or fewer employees, and (b) no less than 25% match for employers with 51 – 100 employees. For employers with more than 100 employees, the current statutory requirements continued to apply.

Small- and medium-sized businesses often lack the resources to take advantage of customized training. These resources were further diminished by harsh economic times. This waiver allowed the state to offer local areas opportunities to increase the number of individuals receiving training services, improve the capacity of local boards to market demand-driven services, and to build beneficial partnerships with a greater number of businesses in the private sector.

The areas that used this waiver were able to introduce customized training to more businesses during PY2014 because of an increased interest in training reimbursement. This had a positive impact on the state's businesses, particularly those with 250 or fewer employees; the workforce investment system and the economy of the state.

Waiver of WIA Section 101(31) (B) permitted LWIAs to reimburse the employer for on-the- job training on a graduated scale based upon the size of the business. The following reimbursement amounts were permitted: (a) up to 90% for employers with 50 or fewer employees, and (b) up to 75% for employers with more than 50 but fewer than 250 employees. For employees with 250 or more employees, the current statutory requirements will continued to apply.

The waiver allowed reimbursement of up to 90 percent to employers with 50 or fewer employees and up to 75 percent of the costs for employers with 51-250 employees. Businesses with more than 250 employees were reimbursed at the 50 percent rate.

Employers, WIA customers and job seekers benefited as a result of this waiver. As the economy improved and more employers were able to access OJT, participants became more valuable to present and future employers. Several local areas took advantage of this waiver and reported that it increased participation by small businesses that have not used their services in the past.

Waiver of the current performance measures at WIA Section 136(b) in order to implement the common performance measures.

The waiver facilitated system integration and streamlined the reporting process across partner programs. It assisted in achieving the goal of a fully integrated workforce system, provided clear and understandable information to stakeholders, improved service coordination and information sharing, and streamlined performance measurement systems. Outcomes included a more integrated case management system, improved customer service and increased operational effectiveness.

Waiver of the prohibition on the use of Individual Training Accounts (ITAs) for older and out of school youth. In addition it allowed youth participants 16 to 17 years of age to use Individual Training Accounts (WIA Section 123, WIA Section 134(d)(4), 20 CFR 661.305(a)(3), 20 CFR 664.510).

The waiver allowed local areas continued flexibility in utilizing Youth funds to provide training services while retaining the limited Adult funds earmarked for Adult training services. It increased the efficiency and customer choice for older youth. The workforce system has a full array of services to offer older youth who can benefit from decision-making processes, such as choosing a rewarding career, selecting a training provider and making smart financial decisions. Local areas report that this waiver has allowed them to serve more youth in high-demand occupations while reserving limited adult funding.

Waiver provisions at WIA Section 122(c) regarding the requirements for eligible training provider subsequent eligibility based on performance data and allowed the state to use the initial eligibility determination at WIA Section 122(b) if needed.

This waiver allowed the State to maintain a robust list of providers and provide a wide range of customer choice. The waiver also reduced the administrative costs associated with maintaining the Eligible Training Provider List.

b. Statewide Performance Adult, Dislocated Worker and Youth Workforce Investment Act Program Performance Measures

Louisiana negotiated the expected levels of performance for each of the prescribed measures. As a result of a waiver granted to the State for Program Year 2015, Louisiana only reports performance outcomes relating to the nine Common Measures. Federal guidelines describe Common Measures as the key measures of success in achieving the legislative goals of WIA. The definitions of Common Measures can be located in the Appendix A.

Data collected on the Common Measures is collected from the LWC's jobs portal; HiRE (Helping Individuals Reach Employment), Unemployment Insurance Wages Records, and from the Wage Record Interchange System (WRIS). The HiRE system gathers exit information on participants and real time data used to measure performance.

Program Year 2015 Workforce Investment Act Program Performance

	Negotiated Goal PY 2015	Actual Performance	% of Goal Attained
Adult			
Entered Employment Rate	63.0%	63.9%	101%
Job Retention Rate	82.0%	82.8%	101%
Average Earnings Rate	\$14,800	\$14,527	98%
Dislocated Workers			
Entered Employment Rate	69.0%	65.9%	96%
Job Retention Rate	87.0%	84.4%	97%
Average Earnings Rate	\$17,500	\$20,293	116%
Youth Common Measures			
Placement in Education or Employment	68.0%	70.2%	103%
Attainment of Degree or Certificate	65.0%	71.9%	111%
Literacy and Numeracy Gains	60.0%	56.2%	94%

Adult Program

The state exceeded two out of the three measures: Entered Employment Rate, Employment Retention Rate and met its negotiated Average Earnings goal. Through LWC's Integrated Service Delivery Model and the utilization of the waiver allowing the transfer of funding from the Dislocated Worker program to the Adult, the Local Workforce Investment Areas (LWIAs) have been able to continue providing services to a large number of individuals. The number of individual participants funded by the WIOA Adult program in PY 2015 was 294,092.

Dislocated Worker Program

The state met the negotiated Entered Employment Rate and Employment Retention rates while exceeding the Dislocated Worker Average Earnings measure. The number of dislocated workers served increased from 8,515 in PY14 to 13,641 in PY15.

Youth Common Measures

In PY 2015, the state exceeded two out of the three youth common measures. The state exceeded in the Placement in Employment or Education and Attainment of a Degree or Certificate measures and met the negotiated Literacy and Numeracy Gains goal.

Over the past six program years, the State has placed priority and focus on the WIA Youth program to ensure that program service delivery is in alignment with the National Youth Strategic Vision placing emphasis on servicing out-of-school and at-risk youth through the workforce investment system.

Louisiana requires that at least 50 percent of all youth participants served under WIA be out-of-school youth. In PY 2015, there were 1,447 Youth participants served in the Youth programs throughout state.

c. **Participants in the Workforce Investment Activities**

Three-Year Progress of the Workforce Investment Act Program

The chart below illustrates Louisiana's historical results, indicating the state's commitment of continuous improvement through Integrated Services Delivery model that consistently provides services to individuals while maintaining quality outcomes. Over a three year period, there has been a slight increase in program outcomes.

	Program Year 2013	Program Year 2014	Program Year 2015
Adult			
Participants	262,072	305,720	294,092
Entered Employment Rate	63.4%	63.5%	63.9%
Job Retention Rate	81.8%	83.5%	82.8%
Average Earnings	\$13,332.40	\$14,212.00	\$14,527
Dislocated Workers			
Participants	3,659	8,515	13,641
Entered Employment or Education	67.4%	64.6%	65.9%
Job Retention Rate	86.4%	86.8%	84.4%
Average Earnings	\$13,950.76	\$15,196.70	\$20,293
Youth			
Participants	2,066	1,739	1,447
Placement in Employment or Education	67.9%	70.3%	70.2%
Attainment of Degree or Certificate	69.8%	65.5%	71.9%
Literacy and Numeracy Gains	57.3%	62.2%	56.2%

NOTE: Results are based on U.S. Department of Labor Common Measures definitions.

d. **Cost of Workforce Investment Activities**

For the purposes of this cost comparison, funding stream expenditures were divided by the number of total participants served for the program year to derive a cost per participant. Using this method, the cost per participant by funding stream for the program year is estimated as follows: Adults, \$31; Dislocated Workers, \$531; and Youth, \$5,421.

Program Costs for PY 2015

Program	Total Participants Served	Total Expenditures	Cost per Participant
Adult Programs (<i>Does not include Self Service</i>)	294,092	\$9,123,097	\$31
Dislocated Worker Program	13,641	\$7,243,040	\$531
Youth Program	1,447	\$7,843,996	\$5,421

e. Customer Satisfaction

Customer satisfaction surveys were conducted by each Individual Local Workforce Investment Area throughout the year. While all local areas conducted some type of customer satisfaction survey, the methodology was different from local area to local area. In some areas, all customers were provided a survey after they received services and then asked to rate those services. In other areas, only a percentage of customers were asked to rate the services that they received. Regardless of the type of survey conducted, local leadership utilized the data received to continuously improve the services provided to their customers.

For statewide activities, the methodology was different for each statewide program. As an example, the Veterans Program contacted 10% of veterans provided services by each Disabled Veterans Outreach Program Specialist. The surveyor utilized a set script and each veteran polled was asked the same series of questions. The data obtained from those surveys was used to identify training needs and to develop training for the program.

III: Louisiana Workforce Commission Initiatives**a. Workforce Intelligence (Labor Market Information) Workforce Data Quality Initiative**

In December, 2010 the Louisiana Workforce Commission's Occupational Information Services Department, in partnership with Louisiana State University's Department of Economic Development, created a longitudinal data system to improve the state's ability to monitor, plan, and research labor market conditions and workforce developments. This provided the first longitudinal study detailing the flow of training completers and exiters into the workforce system. The system's sustainability is based on its use in monitoring and planning workforce supply through higher education programs.

Louisiana's Top Rated Occupations – Louisiana Star Jobs website and Mobile App

The Research and Statistics unit, in partnership with LSU's Department of Economic Development and under the direction of the state Workforce Investment Council, developed a new methodology to identify Top Demand Occupations in the state. The new methodology builds on the rigorous foundation of long-term occupational forecasts that have been enhanced to better inform the state about workforce demands. A broader measure of the quality of the *opportunities* in various occupations was developed to incorporate additional job characteristics including typical wage rates, average annual job openings, current openings for the jobs and short term projected growth.

LWC has developed a seamless tool allowing individuals to connect to top rated career choices. Information on training and current job openings for these occupations are part of this new showcase of top rated occupations. Users also have options to filter searches by highest rated occupations, education levels and wages.

The LWC, under the direction of the Workforce Investment Council, has identified education levels for occupations specific to Louisiana. These modifications to the education level for specific occupations were presented to the Occupational Forecasting Conference and adopted by the WIC **Engaging Youth – My Life MyWay**

In 2014, the Research and Statistics unit developed a new tool: *My Life My Way*. (www.laworks.net/mylife). It allows youth to make better decisions on career choices based on the lifestyle they want. Based on these decisions, users were provided career information to help them afford these choices and academic programs that could help them get there.

To better engage youth, the website was made available on all mobile enabled platforms.

Technical Assistance and Training

During PY 2015, the Labor Market Information unit trained over 250 local and regional office staff to utilize labor market tools. Strategies to connect the right employers to job seekers were showcased in hands-on training sessions across the state.

The LMI unit developed sector based regional strategies as part of this initiative.

Economic Publications

The Labor Market Information unit published two publications for presentation to the Governor's office, Local Workforce Investment Boards, and on the web. These publications are described below.

The Louisiana Workforce Information Review 2014-15

A compendium of all labor market data series from 2014 through 2015, the report provides an in-depth analysis of Louisiana's diverse workforce. It features a time series analysis of the civilian labor force, employment, and unemployment rates; covered and nonfarm industry employment; mass layoff statistics; and occupational employment statistics. It also examines current employment needs and identifies occupations in high demand.

The publication features a focus on the Engineering occupation cluster in Louisiana to better understand the demand for these occupations and the workforce supply through various educational systems in the state.

The Louisiana Labor Force Diversity Data Book 2015

This publication is intended to serve as a tool in providing strategic labor force and population demographic information. Data contained in this book is also relevant in applying for grants using the latest population and labor force demographics.

Regional Sector Profiles

In PY 2015, Research & Statistics developed 12 regional sector profiles identifying the economic driver industries and their impact on the region. The publications were part of the blueprint for Business Service Delivery Model **Job Vacancy Survey**.

In the fourth quarter of PY 2015, a job vacancy survey was conducted to attain data from employers on hiring issues, and wage analysis of vacant jobs.

Summary findings from the Job Vacancy Survey

- There were an estimated 61,830 job vacancies in Louisiana in the second quarter of 2015, resulting in a vacancy rate of 3.2 percent. This year's results show that the number of vacancies has roughly tripled in comparison to the last (2011) survey. The considerably stronger 2015 economy explains the significant increase in the number of vacancies.
- The three NAICS super sectors with the most job vacancies included Trade,

Transportation & Utilities, Education & Health Services; and Leisure & Hospitality.

- The three SOC major occupation groups with the most vacancies reported were Food Preparation & Serving Related Occupations, Transportation and Material Moving Occupations and Healthcare Practitioner and Technical Occupations.

The Lake Charles region had the highest vacancy rate during the survey period, followed by Baton Rouge region. New Orleans and Monroe tied for the third highest vacancy rates. The Lafayette and Houma regions had a vacancy rate lower than the state average.

b. Re-employment Services

The LWC offers a comprehensive and integrated re-employment service delivery system, ensuring all jobseekers receive an enhanced level of service. These services focus on an all-inclusive strategic plan to ensure jobseekers become rapidly re-employed while providing business customers with a job-ready labor force. The State ensures re-employment needs are met which reduces average claim duration, prevents improper UI payments, and protects the solvency of the Louisiana Trust Fund.

The LWC has shifted from a coordinated program service delivery model to a singular, integrated system that focuses on combined WIOA/WP programs with “Specialized Services” within integrated Business and Career Solutions Centers (One-Stop Centers). This integrated service delivery model yields a more defined customer-driven set of services with options for direct entry into the labor market, access to training opportunities, and additional services to assist individuals in becoming self-sufficient. A standardized set of services and a service delivery process has been established for job seekers, businesses, and those needing specialized services. Re-employment Services exemplifies true integration, building stronger links among the Office of Workforce Development (OWD), Office of Regulatory Services (ORS – Unemployment Insurance (UI) department) and the Office of Information Systems (OIS - Information Technology (IT) department) in providing a full array of services to our customer-base. The LWC has an automated and structured system for notifying claimants/jobseekers, providing required services, recording completion or lack of completion of services, reviewing outcomes, determining successful completions, and benefit disqualification and requalification determinations. This streamlined and coordinated approach includes three interrelated steps:

- 1. File a Claim:** Claimant/jobseeker files a claim; automatically registered in state’s job bank – HiRE (Helping Individuals Reach Employment); Wagner-Peyser (WP) application created as appropriate; determined monetarily eligible.
- 2. Selected:** Depending on claim status, claimant/jobseeker is profiled and selected for RES requirement; letter automatically generated and mailed to claimant/jobseeker.
- 3. Compliance:** Claimant/jobseeker reports to local office to receive re-employment services as mandated; appropriate service provided and documented accordingly; any potential disqualification is referred to Adjudication.

The re-employment of UI beneficiaries and the reduction of erroneous payments are high priorities for Louisiana. In PY 2014, we continued re-employment services through a service delivery system combining several initiatives aimed at providing re-employment services at different intervals of a claimant/jobseeker’s claim series with a continuum of services. It combines several RES service points supporting specific programs including: Worker Profiling and Re-employment Services (WPRS) (federal and state) and Re-employment and Eligibility Assessment in Louisiana (REAL - federal). Each service point has requirements that must be met to maintain monetary eligibility status. Unmet service requirements may result in denial of UI benefits.

c. **Disability Employment Initiative**



To improve coordination and collaboration among employment, training and asset development programs, including the Ticket to Work Program, built effective community partnerships that leveraged public and private resources to better serve individuals with disabilities and improve employment outcomes.

DEI Projects build upon the Disability Program Navigator initiative by hiring staff with expertise in disability and workforce development to serve as Disability Resource Coordinators (DRCs). DEI Projects also support extensive partnerships, collaboration and service coordination across multiple workforce, generic, and disability systems in each state. These include state vocational rehabilitation agencies, mental health and developmental disability agencies, Medicaid Infrastructure Grant-supported activities, independent living centers, business leadership networks, and other community-based and nonprofit organizations.

Strategic Service Delivery

DEI Projects implemented each of these strategic components as critical elements of their service delivery approach to serve the youth or adult population:

- ***Integrated Resource Teams*** coordinate services and leverage funding to meet the needs of a job seeker with a disability.
- ***Blending and Braiding Funds / Leveraging Resources*** from multiple sources to contribute to education, training and/or employment goals.
- ***Customized Employment*** individualizes the relationship between job seekers and businesses to meet the needs of both.
- ***Self-Employment*** is an employment alternative for individuals seeking flexibility in a new or better career.
- ***Guideposts for Success*** are key educational and career development interventions for all youth, including youth with disabilities.
- ***Asset Development Strategies*** represent various approaches to enhance long-term economic self-sufficiency.
- ***Partnerships and Collaboration*** impact the ability of adults and youth with disabilities to participate in education, training and employment opportunities.

Accomplishments (During PY15)

1. Hosted 6 Employer Summits. Over 140 employers participated. The Summits were broken down into breakout sessions with subjects that included: What is Disability, Disability Sensitivity & Etiquette Training, and Advantages & Benefits of Hiring Individuals with Disabilities. These Summits educated employers in the community about disability awareness, and resources that in their community. Additionally, the Summits offered participants Continuing Education Units (CEU's) provided in partnership with Southern University.
2. Conducted 3 Disability Job Fairs Statewide. Over 500 businesses and 2,500 job seekers attended. As a result, 109 individuals with disabilities were hired.
3. Provided Disability Sensitive Training statewide to over 250 Business and Career Solutions, Louisiana Rehabilitation Services, and Veterans Staff. The objective of the training was to diminish attitudinal barriers that prevent people with disabilities from obtaining meaningful employment or from advancing beyond entry-level positions.
4. Provided Assistive Technology (AT) Training to approximately 120 LWC, LRS, and B&CSCs staff. Staffs were provided an overview of AT software and devices. In addition,

staff was given hands-on experience operating existing versions of software/technology. The University of New Orleans Training, Resources, and Assistive Technology (UNO-TRAC) professors conducted the training.

d. HiRE Initiative

The need to update LWC's aging legacy operating system, coupled with the agency's focus on putting people to work, led the LWC to launch HiRE (Helping Individuals Reach Employment). In November of 2015, the agency transitioned its mainframe system to a vendor-hosted, web-based processing system, using existing web-based job services platform of the agency as the foundation for the new system.

In 2013, the LWC orchestrated the most successful launch in its history with HiRE Phase 1, which integrated the re-employment exchange of the agency, work registration, work search and job referral systems with the unemployment insurance claims application and weekly certification systems. With re-employment as the primary initiative of the LWC, implementation and integration of OWD employment strategies and unemployment application gave customers immediate results in their job search when filing for unemployment benefits.

HiRE has improved both the user experience as well as the unemployment picture in Louisiana. Claimants now have to log in to only one system to look for a job as well as file for weekly benefits. Unemployment benefits are viewed not as an end service, but rather as an auxiliary service for those in transition between jobs. A survey of individual users of HiRE within the first year of its launch had nearly 70 percent of respondents giving the website an "A" or "B" grade in meeting their needs. In tandem, the average duration of unemployment claims has shortened, going from 20.6 weeks in 2012 to 13.6 weeks in 2014. It is the goal of the Louisiana Workforce Commission to maintain or improve this reduction in the long-term.

Phase 2 of HiRE is complete. It has promoted the modernization of the legacy UI processing system. Phase 2 brought the unemployment benefits and appeals operations into the web-based processing system and along with it, approximately 61 million data points of hundreds of thousands of past and current unemployment claims. The focus of the transition was on ensuring accurate processing, extensive testing, and thorough training.

The foundation of HiRE is the agency's web-based job services platform, with the end result being the first of its kind in the country. The Louisiana HiRE project was presented with the Innovation Award at the 2014 Geographic Solutions conference. In addition, the completed HiRE Phase 2 project received the Most Innovative Workforce Application honors at the 2016 Geographic Solutions conference.

LWC has integrated the agency's re-employment exchange, work registration, work search and job referral systems with the unemployment insurance claims application and weekly certification systems through HiRE. The joint Wagner-Peyser/UI registration process registers all UI filers for work and immediately engages them in re-employment activities. The common intake form and registration process gathers better, more detailed job seeker (claimant) information (work experience, education, special skills and the like) upfront, which, in turn, allows LWC to present the job seeker with more suitable job opportunities and/or services designed to assist them in their re-employment efforts. Similarly, the online weekly (continued) claim process collects additional information on the individual's work search activity and is integrated with LWC's virtual one stop system (VOS), which pre-populates claimants' work search efforts made within VOS. Further, since implementation of this first phase of HiRE, the number of staff-assisted continued claims has been reduced to 1.5%, down from 2.7% pre-HiRE.

The aforementioned second phase of HiRE was launched during Program Year 2015. This phase brought in all components of UI benefits into the web-based platform, including claims adjudication, determinations, benefit payments and banking files,

employer charges and appeals. While UI claimants have been using HiRE since 2013, and employers have been using HiRE to recruit job candidates for more than 12 years, Phase 2 marks the introduction of UI services to employers through HiRE. Employers will have the ability to be immediately notified and respond to claims activity by former employees, as well as handle all aspects of UI appeals online.

The sheer number of data points (estimated at 61 million) identified for migration into the new system, along with the complexities of the various components of UI – such as Disaster Unemployment Assistance (DUA), Emergency Unemployment Compensation (EUC), and combined wage claims involving records from different states – necessitated an implementation approach that focused on meticulous attention to detail and thorough testing rather than rush to market. The result has been not just recreating the current mainframe, but rather, the production of a superior product and a wholesale improvement to the current processes.

As part of the transition process, LWC conducted a comprehensive review and revamp of all UI benefit forms to make them more cohesive in appearance and easier to understand for recipients. The new system employs an intuitive program of system-generated work items to ensure that key aspects of the UI claims review and determination process are done consistently and efficiently.

e. Veterans

The Louisiana Workforce Commission (LWC) is committed to serving veterans, transitioning service members, and their families by providing resources to assist and prepare them to obtain meaningful careers and maximize their employment opportunities. This commitment is an important part of fulfilling our obligation to the men and women who have served our country.

The State drives priority of service in referring veterans and other eligible persons to employment opportunities through a standardized review process. Field leadership receives results of this process quarterly for action when necessary. In addition, LVERs are conducting training to the field on veterans' priority of service to the non-veteran staff in the local offices. Regional Priority of Service training was conducted for all American Job Center (AJC) state staff members and follow up training by LVERs will be conducted for every AJC in the state by the end of this fiscal year.

The State continues to provide Intensive Services under the framework of case management for VR&E referrals in accordance with directives. The DVOP assigned to St Bernard BCSC coordinates and monitors case assignment as part of the MOA with the VA. The State also has a DVOP in Shreveport, LA that coordinates and monitors case assignment for VR&E clients that have a geographical location near the northern part of the state. These partnerships have resulted in an increase in the number of disabled veterans that we provide intensive services to the SWA, VARO, DVOP ISC, and VETS reviewed the report. There were no "anomalies" reported. The VARO closed cases and provided a date with the "rehabilitated status." The DVET received and accepted the report.

The State embraced the JVSG refocusing that was released in April, 2014. Through the efforts of the JVSG staff members and their One-Stop partners, the state achieved a 94% Intensive Services Rate during PY 14 compared to a goal of 70%. The driving factor behind this success were One Stop staff members conducted initial assessments on incoming Veteran job seekers and only referrals of those identified to have a SBE to a DVOP.

Below is a comparison of the key JVSG metrics between PY 14 and PY15.

Performance Targets for Jobs for Veterans State Grant Funded Services (Source: VETS-200A)				
	PY 15 Goal	PY 15 Actual	PY 14	Gain during Program Year
Intensive Services Provided to Individuals by DVOP Specialists / Total Veterans and Eligible Persons Served by DVOP Specialists in the State (VETS 200A-Line 11, Col. C) / (VETS 200A) - Line 8, Col. C)	94%	99.7%	94%	+ 5.7%
Veterans' Entered Employment Rate (VEER) Weighted (utilize VPL 06-14, attachment 3)	66%	62%	67%	- 5%
Veterans Employment Retention Rate (VERR) (VETS 200A-Line 25, Col. C)	81%	77%	81%	- 4%
Veterans' Average Earnings (VAE) (Six-Months) (VETS 200A-Line 28, Col. C)	\$17,500	\$15,771	\$16,813	- \$1042

Among the successful activities of the Veterans Program:

- The State began operations for its Veteran's Reentry Special Initiative on January 4, 2016. This Special Initiative funding is specifically targeted for supporting an Incarcerated Veterans Reentry Program during the period of January 1, 2016 through December 31, 2016
- The JVSG staff visited Operation Spark, 874 Camp Street; 2ND FL, New Orleans LA and met with Max Gaudin, Program Director and his staff. This Non-Profit Organization provides Information Technology (IT) training specifically for software interface and coding to the area youth and adults. The JVSG staff has fostered this partnership by working with agencies such as, Volunteers of America, Veterans Affairs Compensated Work Therapy Program and the New Orleans Criminal District Court. This effort has resulted in a pilot program that will prepare women veterans who are currently incarcerated in Louisiana Correctional Institute for Women, preparation to obtain lucrative careers in the IT field upon their release. Operation Spark will provide all training materials needed for classes including computers and tuition assistance.
- The State JVSG program partnered with Economic Development in Jefferson Parish. The meeting provided the JVSG staff with a number of business resources and partners that included: Goldman Sachs, Jefferson Chamber of Commerce, SCORE, LA Small Business Development Center (LSBDC) and LA Procurement Technical Assistance (LPTAC); all seek to educate, train and assist individuals in becoming successful in today's global economy. Through attending this event, the JVSG staff was able to partner with Eileen Lodge of LPTAC that provides businesses with procurement counselors that assist in competing in the government marketplace and an overview of the government contracting process (DOD, Federal, State, etc). By networking with Ms. Lodge, the staff was provided with an in depth analysis of the obligations for federal contractors.

f. Transition from WIA to WIOA Initiative

The Workforce Innovation and Opportunity Act (WIOA) of 2015 created flexibility to collaborate across systems at the state and local level in an effort to better address the employment skills needs of current employees, job seekers and employers. WIOA accomplishes this through stronger alignment of workforce, education and social services programs, and improving the structure and delivery of services to all people it serves.

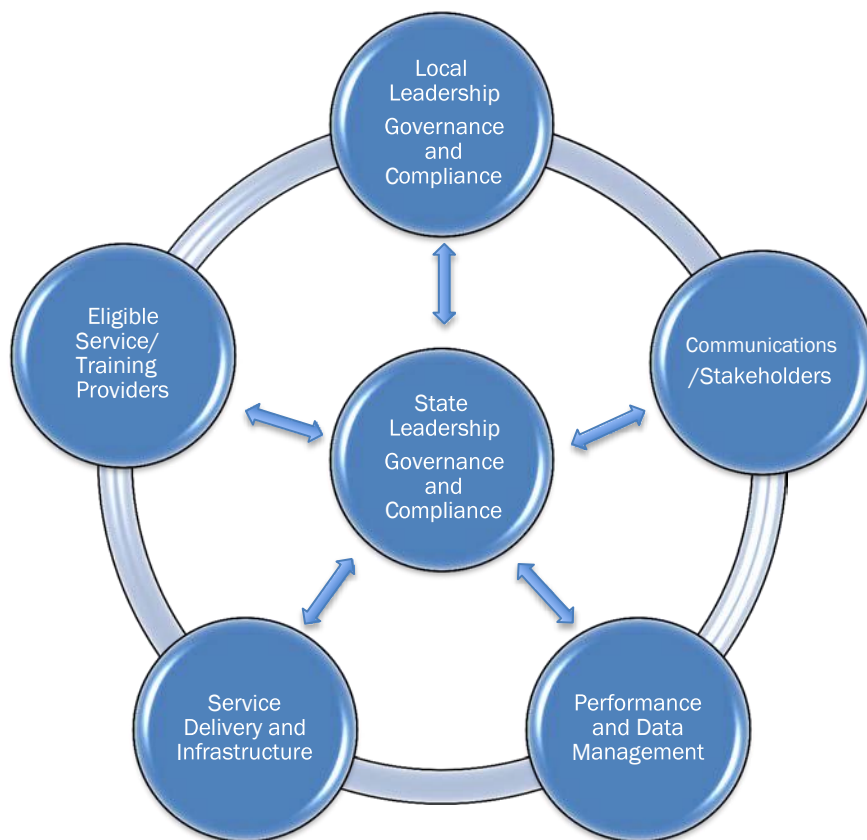
WIOA calls for a collaborative effort on the part of multiple state agencies (Louisiana Workforce Commission (LWC), Department of Children and Family Services (DCFS), Louisiana Community and Technical College System (LCTCS), Louisiana Economic Development (LED), Department of Corrections (DOC), Board of Regents, Department of Education (DOE), etc.) to align and integrate their core programs. Louisiana must develop

a four-year state plan/strategy that describes how WIOA core programs (Title I, Adult, Dislocated Worker, Youth, Title II Adult Education, Title III Wagner-Peyser, and Title IV Vocational Rehabilitation as well as, Supplemental Nutrition Assistance Program SNAP, Temporary Assistance for Needy Families Program TANF, etc.) will educate and train the workforce to meet the skills needs of employers.

At an Oct. 27, 2014, meeting, the leadership of LWC, DCFS and LCTCS agreed that an inter- agency team should lead the development of the unified state plan. This team will operate according to the protocols of the LWC's Agency Initiative Management (AIM) Office. The AIM team will develop the unified state plan:

- Develop an inter-agency workforce strategy and high-level implementation plan for the state.
- Divide the state into common regions.
- Create a plan to reach high risk populations and locations.
- Perform asset mapping throughout the state to coordinate and optimize resources.
- Refine the list of eligible training providers.
- Define the flow of jobseekers from entry points in any of these agencies through:
 - A series of assessments, including employment needs and eligibility for services in any agency.
 - The provision of essential services to enroll them with training and/or employment.
 - Placement in 3-, 4-, or 5-star jobs with good wages, existing openings and solid career prospects.

The established teams, illustrated below, have a team lead assigned common core deliverables and actions.



State Leadership Governance and Compliance:

Strategic Goals:

- Develop a “Combined State Plan” which includes a six-core program, plus one or more optional programs which promotes a shared understanding of the workforce needs of the state and a comprehensive strategy for addressing those needs.
- Align programs in a manner that supports a comprehensive in-demand job driven workforce system.
- Guide the implementation and continuous improvement of the workforce development system (addressing alignment, career pathways, sector partnerships, and coordination between partners and local areas).
- Identify and disseminate best practices.
- Develop strategies for technological improvements.
- Streamline statewide workforce and labor market information systems.

Operational Goals:

- Develop a plan to integrate intake, case management, and reporting systems across key programs.
- Develop policies to promote partnerships, collaboration, integration, and alignment of WIOA programs and activities at the state and local levels.
- Develop policy establishing local board certification criteria, the extent to which the local board has insured workforce investment activities are carried out in a way that enables the local area to meet the corresponding performance accountability measures and achieve sustained fiscal integrity.
- Develop policy criteria for certification of One-Stop Centers.
- Develop strategies to support staff training and awareness across the workforce development system and its programs.

Compliance Goals:

- Develop comprehensive State performance and accountability measures to assess core program effectiveness.
- Establish guidelines for determining partners' contributions to infrastructure funds for the one stop system– in the event that a local area fails to reach agreement.

IV: Statewide Activities**a. National Emergency Grants (NEG)**

National Dislocated Worker Grants (NDWG) are discretionary awards by USDOL that are intended to temporarily expand the service capacity of Workforce Innovation and Opportunity Act Dislocated Worker training and employment programs at the state and local levels by providing funding assistance in response to large, unexpected economic events which cause significant job losses. NDWGs generally provide resources to states and local workforce development boards to quickly reemploy laid-off workers by offering training to increase occupational skills.

NDWGs are typically awarded after mass layoffs, plant closures, and declared emergencies that are determined eligible for public assistance by the Federal Emergency Management Agency (FEMA).

Job-Driven NEG

In 2014, Louisiana received a grant award in the amount of \$6,175,000 for the Job-Driven NEG which provided funding to drive strategies identified in the January 30, 2014 Presidential Memorandum on Job-Driven Training for Workers at the local level. Louisiana continues to provide new and expanding local and regional job-driven

partnerships in an effort to achieve better employment-related outcomes for dislocated workers in five (5) regions within the southern corridor of the state to serve 1,200 eligible dislocated workers. This project was scheduled to end on September 30, 2016; however, LWC requested and was granted an extension to continue this grant through June 30, 2017. This expansion will allow the continuation of work-based training opportunities for eligible participants in On-the-Job Training (OJT), Apprenticeship, and Customized Training within the following industry sectors in Southeast Louisiana: Industrial, Construction, Shipbuilding, Oil and Gas, and employers and other organizations to address labor needs in other demand occupations within the targeted regions.

From July 1, 2014 through June 30, 2016, a total of 922 participants have been served under this grant. Approximately 606 received Intensive Services; 694 were enrolled in Training, of which 235 in an OJT; 32 received Supportive Services; 687 had exited the program; and 516 were employed at exit.

Sector Partnership NEG

On July 1, 2015, LWC applied and received a two-year NEG called Sector-Partnership (SP NEG). Despite employment growth, USDOL recognized that many states continued to experience a number of smaller dislocation events which impacted long-term unemployed workers. The state was awarded \$1,000,000 to continue improving our demand-driven system to respond quickly to the immediate and long-term needs of employers and workers who have been jobless for 27 weeks or more. To support the American economy and provide opportunities for workers, skills that align with the needs of businesses are critical. This grant supports job-driven approaches to workforce development through sector partnerships and sector strategies. Services under this NEG will provide assist 130 eligible dislocated workers, primarily focusing on four groups; 1) long-term unemployed; 2) Unemployment Insurance (UI) claimants; 3) Veterans; and 4) Foreign trained workers within three (3) regions in the northern corridor of the state encompassing 29 parishes. Like the JD NEG, eligible participants under the SP NEG will participate in work-based training opportunities including On-the-Job Training (OJT), Apprenticeship, and Customized Training within the following industry sectors: Manufacturing, Health Care, Professional and Technical Services and other demand occupations within targeted regions.

From July 1, 2015 – June 30, 2016, a total of 19 participants have been assisted under this grant. Twelve (12) have received Intensive Services; 16 enrolled in training of which five (5) in an OJT; three (3) received Supportive Services; six (6) have exited and three (3) have entered employment at exit of the program.

Severe Flooding Disaster Dislocated Worker Grant (DDWG)

On March 8, 2016, Louisiana was impacted by severe storms and flooding. The results of several days of continuous rain fall resulted in 26 parishes devastated by severe flooding and being declared a disaster by the Federal Emergency Management Agency (FEMA). This storm caused significant damage due to high rainfall amounts that consequently impacted the rise of several rivers resulting in voluntary and mandatory evacuations. Business, homes, and communities were damaged and countless job loss due to flooding affected hundreds of residents. On March 13, 2016, Louisiana was awarded \$1,000,000 through a Disaster Dislocated Worker Grant (DDWG) to provide temporary job opportunities for 102 eligible individuals to assist with clean-up and recovery efforts as a result of the damages from the severe storms and continued flooding not covered by FEMA.

From July 1, 2015 – June 30, 2016, a total of 49 participants have been hired in temporary disaster relief employment.

b. Rapid Response

Rapid Response is designed to avert potential layoffs and provide readjustment services to workers impacted by plant closures and mass layoffs. The Rapid Response Unit is the designated state point of contact for Worker Adjustment Retraining Notifications (WARN), additionally the unit responds to Non-WARN layoffs. Thus, no matter how small or large a

layoff event, the Rapid Response Unit stands ready to assist. Reemployment services are also provided after disasters resulting in mass dislocation and unemployment. The goal of Rapid Response is to enable dislocated workers to transition into new employment as quickly as possible, thus reducing the length of time that workers would normally be unemployed.

In PY 2015 layoffs occurred in every region of the state. As in PY 2014, many were still related to the decline in oil prices. Around a third of the employers who received assistance from the Rapid Response Unit were engaged in the Energy Sector. Many of the companies provided shipbuilding, transportation, manufacturing or other services for the Oil and Gas Industry.

Even with the continued downturn in oil and gas, the Rapid Response Unit reported fewer layoffs in PY 2015. In PY 2015 the Unit responded to 43 employers and provided services for 4,113 employees/laid off workers. Twenty-three of the companies serviced filed WARNs in PY 2015.

Rapid Response PY 2013-2015 Data

Program Year	Employers	Employees/Laid Off Workers	WARN
PY 2015	43	4,113	23
PY 2014	64	4,359	34
PY 2013	62	7,475	26

PY 2015 layoff and Rapid Response Summary Government and Private Sector

Sector	Employers	Events	Impacted	Attended Orientation	Additional Services	Total Served	WARNs Filed
State	5	5	122	88	6	89	0
Federal	0	0	0	0	0	0	0
Local	0	0	0	0	0	0	0
Private	38	43	3991	1577	126	1823	23
Total	43	48	4113	1665	132	1912	23

- “Employers” is the total number of WARN, private sector, and government layoffs.
- “Events” is the total number of layoff events. One employer may have had multiple layoffs.
- “Impacted” is the total number of workers affected by the layoff or closure.
- “Attended orientation” is the number of unique individuals that attended an orientation session to receive information about HiRE, UI, services available to dislocated workers, etc...
- “Additional Services” is the total number of activities provided by the Rapid Response unit. They include orientations, Worker Transition Centers, Workshops, and Job Fairs
- “Total Served” is the total of all attendees at all services. One worker may have attended an orientation and additional services and every service is counted.
- “WARNs” indicates if there was a WARN notice filed.

During **PY 2015** the Rapid Response field team placed a special emphasis on providing enhanced services through operation of temporary worker transition centers at or near the current job site to provide job search assistance while workers were still employed. Additionally, whenever possible job fairs are organized in effort to provide rapid reemployment; such activities have proven to be quite successful. In some instances, Rapid Response was instrumental in linking affected workers directly with a hiring employer as early as the orientation. Providing early layoff aversion strategies and intensive reemployment placement prior to an announced layoff will be the prevailing focus of the Rapid Response Unit in PY 2016. A dedicated Business Outreach Liaison position was created in PY 2015 to help with this

effort.

c. Incumbent Worker Training Program (IWTP)

The Incumbent Worker Training Program, which includes the Small Business Employee Training Program (SBET), is a partnership with the LWC, business, industry, and training providers. The IWTP assists in the skill development of existing employees, thereby increasing employee productivity and fostering growth. The IWTP provides funds through customized training contracts. As well as the program is funded by a social charge imposed on employers as part of their Unemployment Insurance Tax contributions. The existence of IWTP does not preclude the use of WIA funds for customized training, but augments this option. The IWTP application specifically asks for information about any pending or current publicly funded training the company may be receiving. This prevents duplication of funding. The program has been reauthorized through June of 2018.

IWTP/SBET Fiscal Year Performance Summary

Fiscal Year	\$ Award	# of Participant Trained	# of Employers Represented	# of Jobs Retained	# of Jobs Created	Average Wage Increase*
2015-2016	\$22,053,711	45,207	719	23,595	1,185	12.5%
2014-2015	\$19,036,763	39,624	715	22,144	1,305	14.7 %

* Average among those workers who actually received an increase in pay

d. Work Opportunity Tax Credit (WOTC)

Through the Work Opportunity Tax Credit program, employers are given an incentive to hire individuals with barriers to employment. Employers receive federal tax credits for employing veterans, ex-felons, vocational rehabilitation participants or individuals currently receiving or who have recently received public assistance, such as SNAP or TANF. With submission of minimal paperwork and supporting documents, LWC certifies that the employer is eligible to receive between \$1,200 and \$9,600 in tax credits. In 2015 the LWC implemented a web based certification process, eliminating a backlog of applications. This tax incentive is for new hires only, and is designed for long-term employment by requiring retention of new hires to get full tax credits.

State of Louisiana WOTC program

Fiscal Year	Applications Received	Certificates Issued
2016	80,654	49,013
2015	108,612	67,065
2014	75,514	33,192
2014	73,536	19,759

* Program in hiatus entire fiscal yr.

** Hiatus ended 1/1/2015 IRS issues retro period began 1/1/2014
(Louisiana WOTC implements automated web based system)

*** **New target group authorized "L" (Long Term Unemployed)**

e. Registered Apprenticeship

The LWC Apprenticeship Division serves **44** apprenticeship programs that provide employment and training to approximately **3,600** registered apprentices across Louisiana. The Governor of Louisiana and Executive Director of LWC have expressed an aspiration to expand Information Technology and Healthcare in Louisiana through reliable career pathways; there has been special emphasis placed on Registered Apprenticeship (RA) as a platform to attain these goals. This new emphasis on RA has allowed LWC to implement the development of a dedicated team to increase the number of RA programs, industry involvement, and participation of underrepresented populations. The resignation of the Director of Apprenticeship in early 2016 resulted in the absence of a permanent director for the majority of the year, which prompted necessary adjustments. Currently, the Apprenticeship Division consists of a new Director of Apprenticeship, two Apprenticeship Training Representatives (ATRs), and an Administrative Assistant, with plans to add additional positions to assist in this endeavor. This team will work to build a stronger relationship with program sponsors, and enhance the presence of Registered Apprenticeship within the state.

LWC was awarded the Registered Apprenticeship Accelerator Grant in June of 2016. This funding will be used for personnel costs, as well as travel and event expenses. These events will involve peer-to-peer exchanges, partner engagement, and training that will provide the tools necessary to develop a knowledgeable and dependable RA staff.

f. Louisiana Rehabilitation Services

The mission of Louisiana Rehabilitation Services (LRS) is to assist persons with disabilities in Louisiana to obtain or maintain employment and independence in the community by working with business and other community services. Employment – In State Fiscal Year (SFY) 2016, 2,346 individuals obtained employment as a result of the VR program. The average hourly earnings of these individuals was \$11.97; with average annual earnings of \$20,490.

Building relationships with employers and with the business community continues to be a premise in the Employment Initiative. The Rehabilitation Employment Development Specialists and the Statewide Employment Coordinator continue to be active in the community by participating in various events such as McNeese State University Career fair, Acadian Career Expo, Shelter-at-Home contractor job fair and resource fairs such as the David Wade Correctional Resource Fair. Our Employment Specialists also continue to be active in the Society for Human Resource Management meetings, Mayor's Commission on Disability and Re-entry Meetings as well as attending the Business Service meetings within the Business and Career Solution Centers' framework that are held in various regions. The attendance and the involvement of LRS in these meetings and events facilitate connections with Human Resources personnel and with hiring managers so that we can ultimately connect our consumers with viable jobs.

LRS continues efforts to assist SSI and SSDI beneficiaries to meet employment goals. LRS continues to collaborate with Disability Employment Initiative, Work Pay\$, as well as other state agencies and stakeholders to ensure Ticket-to-Work is successful in Louisiana. LRS maintains a statewide 1-800 ticket hotline number for individuals interested in learning more about their ticket and how VR would be able to assist them. In SFY 2016, LRS received \$1,488,446 from the Social Security Administration's reimbursement program. There are four programs under the umbrella of LRS:

The Vocational Rehabilitation Program (VR): Vocational Rehabilitation provides a planned sequence of individualized services to assist persons with disabilities reach employment. It is a partnership between a Vocational Rehabilitation Counselor and the individual with a disability. They work together to develop an individualized employment plan that is specific to the unique strengths, resources, concerns, abilities, interests, and informed choice of the individual. The plan identifies the VR services the individual needs in order to achieve their employment goals.

These are comprehensive services that go far beyond those found in typical job training programs, and include such services as assessment, career guidance and counseling, work readiness and placement; vocational and other training; prosthetics, orthotics, transportation, interpreters and readers; and assistive technology.

Workforce Development: VR is actively involved with the 16 Workforce Development Areas. LRS is represented on each of the boards, and VR staff members have a presence in the Business and Career Solutions Centers. In addition, the agency's Rehabilitation Employment Development Specialists (REDS) serve as the liaison for the centers within their region and provide services to individuals who participate in the VR program.

Transition: The primary focus is to provide services to assist students with disabilities as they transition from high school into adulthood and pursue training and employment. In SFY 2016, LRS renewed local cooperative endeavor agreements with 64 parishes, three special school systems, charter schools, and the Recovery School District in the New Orleans area. LRS also supported local interagency core teams, helped coordinate resources and job fairs, and participated in cross-agency training and outreach efforts. LRS continues its support of innovative models and practices for transition. The VR Program has designated Pre-Employment Transition Counselors in each region to provide Pre-Employment Transition Services and general transition services to students with disabilities.

Rehabilitation Engineering/Assistive Technology: Assistive Technology (AT) services include computer assessment, activities-of-daily-living evaluations, home and job-modification evaluations, adaptive driving and transportation evaluations, educational technology assessments, vehicle modification evaluations, and assessments for seating and wheeled mobility systems. LRS provides these on a fee-for-services basis, and utilizes professionals and technical experts on a regional basis.

These providers are vetted and determined to be certified by the AT Program Administrator, and the Community Rehabilitation Program Administrator. When verified, these are listed in the LRS Technical Guidance and Assistance Manual and in the AWARE™ case management system for the LRS Counselor to utilize for specialized assessments, evaluations and AT acquisition as elements of the consumer's Individualized Plan for Employment (IPE).

LRS also continues its relationship with the Louisiana Assistive Technology Network (LATAN) with an expanded program, funded by the Rehabilitation Services Administration, to provide statewide demonstration-learning, lending, and purchasing assistance of assistive technology. LATAN provided a device- rental service for LRS consumers to use of an assistive technology device on a trial basis

The AT Program Administrator has been engaged with LATAN and an affiliate trans-agency organization Emergency Management for Disabled and Aging Coalition (EMDAC) since 2006. LATAN and EMDAC have been actively involved with referrals for assistance with rehabilitation and assistive technology for individuals impacted by either the April-May or August floods. Both of the events resulted in the Stafford Act engagement to assist stakeholders within Louisiana to evacuate shelter and mitigate citizens of the parishes impacted by these unprecedented flood incidents.

Second Injury Fund Matching Program: This collaboration allows the state's Second Injury Fund Board (SIF) to allocate up to one percent of the board's annual budget to Louisiana Rehabilitation Services to be used to help people with disabilities to obtain. Services provided included assistive technology, orthotics/prosthetics, physical restoration, assessment, transportation, education/training, supported employment and/or job development/placement. In the 2015 legislative session the Louisiana State Legislature passed a bill extending the SIF program through 2020.

Job Access Reverse Commute (JARC): Last year, three parishes initiated Job Access Reverse Commute (JARC) programs with funding from the Federal Transit Administration (FTA). Under the guidelines of the 2015 Workforce Innovation Opportunity Act (WIOA) this project will expand in the coming year, as funds are still available. During 2016, the AT Program Manager has worked with the Louisiana Department of Transportation Development (DOTD) to provide technical assistance to the Tangipahoa Voluntary Council on Aging (TVOA) to submit a proposal to the Transportation Research Board (TRB) in November to provide a model for J.A.R.C. programs that may be duplicated in other regions that have parishes with rural transit systems. The concept is to link the LWC/LRS offices with job opportunities for non-driving job-seekers.

Randolph-Sheppard Business Enterprise Program: This program provides employment opportunities for the blind by establishing and maintaining Business Enterprise Facilities. The program currently operates 65 facilities throughout the state, employing 300 individuals.

Independent Living Part B Program: This program is administered by LRS through contracts with Independent Living Centers located across the state. The centers are required to provide core services: information and referral; IL skills training; peer counseling; individual and systems advocacy; and services that facilitate transition from nursing homes and other institutions to the community. More than 3,693 individuals received independent living services at an average cost of \$93.80 per consumer during SFY 2016.

Independent Living Older Blind Program: The Independent Living Older Blind (ILOB) program provides services to individuals who are 55 years of age or older, have a significant visual impairment, and for whom employment is not currently an option. The primary goal is to enhance the quality of their lives by providing services geared toward maintaining the highest level of independence possible. The program is administered by LRS through contracts with three rehabilitation centers that serve individuals in a defined geographical region of the state

Services can include orientation and mobility training; provision of low vision evaluations and handheld and electronic magnifiers; training in performing activities of daily living, etc. Last state fiscal year, services were provided to a total of 4,030 individuals.

SUCCESS STORY: A Better Bottom Line: Employing People with Disabilities**Myron Wright – Houma Region**

The fresh age of 16 produces thoughts of endless possibilities and wonderment. In 2002, life for Myron Wright was just how anyone would hope it would be; making great grades, having supportive loved ones, and playing varsity football. That is until November 8, 2002, a day Myron will never forget. While playing the game he loves, football, he was hit in such a way that left him unable to move his body. With his friends on the field and his fans in the stands, he was rushed to the hospital for immediate medical attention. After surgery and inpatient rehab, Myron was left with a significant physical disability – quadriplegia.

Myron began working with Louisiana Rehabilitation Services in 2003 and completed Thibodaux High School in 2005. He then pursued and completed his

Bachelor's Degree in Business Management from Nicholls State University and graduated from Southern University in May of 2016 with his Master's Degree in Business Administration. He is currently employed with the Spine Center at Thibodaux Regional Medical Center and also does motivational speaking. Myron uses his journey to reach out to teens and others who have experienced spinal cord injuries. He loves to create awareness of the possibilities that are available

to others who may be faced with similar challenges and help them to keep their morale high so that they will never give up.

Myron's energy and desire to live life on his terms has not been limited to education and career goals. His eyes are always open for more spinal cord treatment options and he continues to keep his body strong so that he can be independent. He founded the Myron Wright Foundation in 2007 to raise money

to participate in Project Walk in California. Since 2010 he has been able to participate in three rounds of rehab at Project Walk and feels it has been extremely beneficial in his life.

Myron received the 2013 Man of the Year Award for the Lafourche Committee on Disability Issues. He was also recognized at the GOLD Award Ceremony held by the Governor's Office of Disability Affairs in Baton Rouge in 2013 where he received the Ken Vince Memorial Award.

g. Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) is a federally funded program established by the Trade Act of 1974, as amended, to assist workers adversely affected by foreign trade, who have lost their jobs because of decline in production, sales, or outsourcing of jobs to foreign countries. The primary purpose of the TAA program is to move Trade-certified workers into suitable employment (new jobs that meet an 80 percent wage replacement goal) and to do so as quickly and effectively as possible.

Full integration of employment and training services is accomplished by encouraging Trade-certified workers to access all appropriate services through Business and Career Solution Centers including labor market information, training referrals, career planning, and follow-up services to

help them reenter the workforce. TAA offers a variety of resources to eligible workers including job training, transportation payments, subsistence, job search and relocation allowances; as well as TRA (income support while in full-time training) and RTAA (a wage supplement for specific “reemployed” trade- affected workers, 50 years of age and older).

Louisiana statewide TAA activity for PY 2015 had three active petition affecting 166 workers. There were six new petitions filed for certification this program year, however, three out of the six were certified after 6/30/2016 covering a total of 759 workers.

Between July 2015 and June 2016 the TAA training program served 56 participants. There were 16 participants who successfully completed TAA training during Program year 2015 and earned credentials, including Master of Business Administration, MA Education, MA Psychology, BS Business Administration, and Technical diplomas and certifications. Currently, six of the 16 recent graduates have reported that they are gainfully employed. The professions trained for and employed include: self-employed welding company, welding instructor at technical college, University Math and Science Instructor, Adolescent Mental Health Counselor, etc.

TAA Success Story

Jemeel was laid off from General Motors when she learned about the TAA program. Although Jemeel was working for General Motors as an assembly line worker; she had previously earned a bachelor’s degree in counseling. Jemeel enrolled in the TAA program to obtain her Masters of Arts in Psychology Degree as she had always desired a profession in counseling adolescents. Jemeel attended distant learning at the University of the Rockies where she maintained a 3.5 GPA. After completing her last course, the Graduate Student Advisor, along with other faculty members determined that Jemeel was exempt from taking the required Comprehensive Exam. Jemeel recently attended the Graduation Ceremony in Denver, Colorado to receive her Degree. Jemeel updated her resume and applied for two jobs. She is now working for Family Services Unlimited in Bossier City, LA as an adolescent Mental Health Professional. Jemeel was earning \$15.78 at General Motors but is now earning \$17.00/hr and crisis pay at \$20.00/hr.

h. Foreign Labor

The Foreign Labor Programs Unit manages all H-2A Agricultural Temporary Foreign Labor and H-2B Non-Agricultural Temporary Foreign Labor applications submitted to USDOL by Louisiana employers.

607 farmers were certified by USDOL for the H-2A program in PY 2015, with 7,787 foreign workers employed through the program; 565 more workers than PY 2014 – a 7.8% increase. Louisiana ranked sixth in the U.S. for the number of foreign workers employed through the program, a drop of one place. Although state performance increased each of the last 3 years, Louisiana has been surpassed by several other states that dramatically increased their levels of participation in the program. This is reflective of a nationwide increase in the demand for H-2A workers.

Approximately 150 employers (food processing, recreation, landscaping, tree farming, construction, and other occupations) and their employees are impacted by the H-2B program annually. 147 employers were certified by USDOL for the H-2B program in PY 2015, with 5,016 workers employed through the program, 530 fewer workers more than PF 2014 – a 9.5% decrease. Louisiana ranked fourth in the U.S. for the number of foreign workers employed through the program. The performance decrease in PY 2015 reflected a national pattern beyond the control of program operators in any state, despite the fact that demand for the program continually increases. The reduction was primarily the result of several major disruptions at the federal level. The disruptions caused several temporary suspensions of the program by the U.S. Department of

Labor.

Foreign Labor Program	Certified Farmers/Employers	Numbers of Workers
H-2A	607 Farmers	7,787
H-2B	147 Employers	5,016

i. **Louisiana Job Employment and Training Program (LaJET)**

The Louisiana Workforce Commission (LWC) collaborates with the Department of Children and Family Services (DCFS) to achieve the goal of Job Readiness by providing the Louisiana Job Employment and Training Program (LaJET). The program is designed to enable Supplemental Nutrition Assistance Program (SNAP) recipients, who are mandatory work registrants, in becoming self-sufficient by providing intense job readiness activities to assist them in obtaining and retaining employment. Currently, LaJET is fully operating in five parishes - Orleans, Caddo, Rapides, Lafayette, and Ouachita, with a pilot program in Tangipahoa.

The LaJET program has served many Louisiana residents since its implementation and has encouraged some of its participants to do the same.

"I am a recent graduate of the Louisiana Job Employment and Training (LaJET) Program. When I learned I had to participate in a Job Readiness program in order to maintain my SNAP benefits, my first thought was – "What could they teach me?" I already knew how to do a resume and look for a job.

Little did I know this would not only change my professional outlook but my personal outlook on life as well. The LaJET program taught me how to handle myself professionally, how to build a resume, how to dress for an interview and assisted me with job searches. It also taught me how to sell myself through my skill and abilities, how to work through obstacles and have confidence in myself.

The staff saw the best in me and gave me tools to utilize those skills. They didn't treat me like I was their job – they treated me like I was somebody.

The Job Readiness Program was very beneficial for me. I took everything I learned and applied it to my life. It made all the difference. Now, I'm currently employed through the Workforce Program and it has afforded me the opportunity to an internship, receiving on-the-job training, and the opportunity to continue my education. This has been such a rewarding experience for me." – Marisa Efferson, LaJET Participant

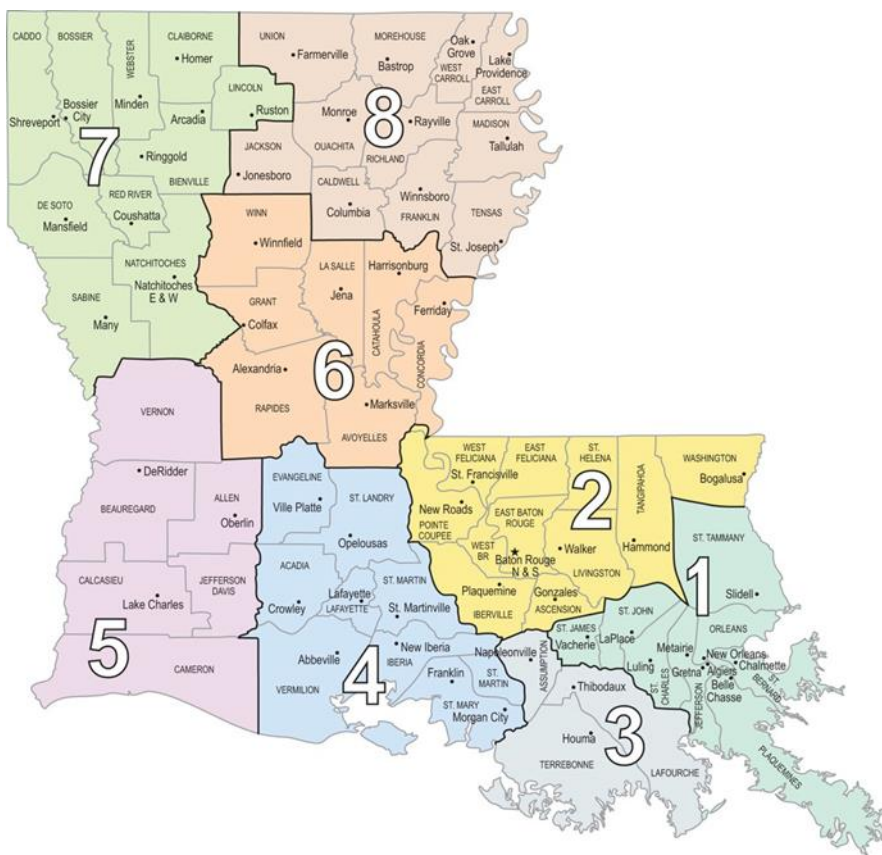
In Program Year 2016, 584 LaJET participants became employed after completing the LaJET program.

j. **Labor Programs**

In PY 2016 Labor Programs provided educational services for businesses regarding Minor Labor, Private Employment Service and Medical Payment laws. Thirty-seven workshops and seventy new business educational visits were conducted. Successfully train over three hundred (300) new issuing officers to issue Employment Certificates for minors to work, utilizing the on line training course developed by LWC University.

Area of Worker Protection:	Education Services For Employers
Minor Labor Laws	3545
Private Employment Service (license and Regulate)	11
Medical Exam and Drug Testing Payment	14

V: Local and Regional Initiatives and Success Stories



Region I

Participant Success Story #1

Advantage Sales & Marketing, LLC had a Recruiting Event at the Metairie Career Solutions Center on 08/04/2016. They were in need of 12 people for the Kenner and Metairie area for Event Specialists, which paid \$10.00 per hr. The Employer was very pleased with the number of people and the quality of the job seekers that showed up for this recruiting event. They stated that they would be having more recruiting events and would recommend us to other business associates for our services. We had a total of 19 candidates that showed up for this event. Out of the 19 candidates 6 were hired.

Participant Success Story #2

Ms. Benancia Aquino Cardenas was struggling to find employment because of the language barriers (She spoke Spanish and very little English). Ms. Cardenas is now working with Iberville Insulation in Baton Rouge as an Insulator. She had been applying with them for several weeks, and finally, she found employment through this position. She is making a salary of \$19.50 per hour.

Participant Success Story #3

Mr. David Clifford came to our office stating that he was no longer receiving unemployment benefits and had been looking for a job for weeks. Mr. Clifford finally found employment with Turner Industries Group, LLC in Baton Rouge, La. Mr. Clifford is working as a Quality Control Inspector with a salary of \$34.00 per hour.

Participant Success Story #4

Mrs. Kennie Stanlecia was a certified nurse who had been looking for a nursing job for months. We contacted a personal friend of a staff member, who was a nurse, and arranged for the client to be interviewed. She was hired by University Hospital, as a nurse, starting at \$27.00 per hour.

Participant Success Story #5

Mr. Christopher Celestine, a single father, came in after losing his job. Mr. Celestine can only work certain hours, due to being a single father. Mr. Celestine was advised to go to a temp agency to find employment in an office setting. Mr. Celestine went to Kelly Services and received a call from the company the next day for a Call Center Rep position for JenCare. Through JenCare, Mr. Celestine was hired and received a promotion in Sales and Marketing, making \$52,500 a year.

Participant Success Story #6

A veteran, by the name of Nicholas Lyons, came into the Center looking for work. With the assistance of the veteran representatives, he found work as a client services manager with Workforce Opportunity Services earning \$30.00 per hour.

Participant Success Story #7

Mrs. Dondra Arrington was receiving Unemployment benefits and had worked closely with the RESEA staff in the past. Meeting with our veteran representatives, she was able to find work as a Real Estate Agent with State Farm earning \$43,000 a year annually.

Participant Success Story #8

A young, energetic man named Jake Nguyen came into the Center and was pursuing a position as a painter/blaster. He had just been laid-off and was busy trying to find another job. Another Center representative overheard our conversation and shared a lead for him to go to Brandt-Shell Norco. He was hired by Brandt-Shell Norco as a painter/blaster for \$24.00 an hour.

Region II

At the Business Services Training held in Marksville on May 3, 2016, Region 2 was charged with developing a plan for working together to share information. The goal is to insure that all entities that work with employers are aware of the functions and services offered by each. By including representatives from LRS, Adult Ed, Veterans, Apprenticeship, Rapid Response and Business Services along with local Business and Career Solutions Center staff, the hope is to share information that will help us promote each program with employers and to share information concerning employment opportunities for job seekers.

The initial meeting was held in Baton Rouge at the Plank Road Business and Career Solutions Center on June 15, 2016. Key goals and organization were the main topics of discussion.

A second meeting was held on July 20, 2016, where a representative from Region 4 shared information concerning how their Region has been successful in an approach similar to what Region 2 is trying to achieve. With a better understanding of the task at hand, a third meeting was scheduled for August 23, 2016, at the Business and Career Solutions Center in Hammond. Rapid Response and LRS were scheduled to present information to the group. Due to the flood the meeting had to be postponed.

Participant Success Story #1

A female who is a STEP (Strategies to Empower People) participant, a single parent with two (2) children, had been employed and earned wages that ranged from \$7.50 per hour - \$8.75 per hour. She realized her income was not enough to support her family and decided to obtain training as a cosmetologist, which would allow her to earn higher

wages, leading to self-sufficiency.

With the demands of family, work, and school, she dropped out of school and continued to work.

However, she realized that her income still was not adequate and decided to resume cosmetology training. She knew she could not work and attend school at the same time and applied for FITAP for financial assistance. As a result of being on FITAP, it was mandatory for her to participate in the STEP program.

On February 29, 2016, she came to the Tangipahoa Business and Career Solutions Center to complete and sign her Family Assessment and Family Success Agreement. Her STEP activity was WEP (Work Experience Program), and she was placed at K'narie Salontique, in Hammond, LA, until school began in April. This allowed her the opportunity to observe and learn the skills needed to become a cosmetologist.

In April 2016, she enrolled in the cosmetology program at Compass Career College and aggressively attacked every challenge in becoming a professional cosmetologist. Her anticipated graduation date is December 2016.

Participant Success Story #2

A female youth and single parent of 3, who was unemployed and a Food Stamp, FITAP, and Medicaid recipient, was referred to the Iberville/West Baton Rouge Career Solutions Center for STEP services on 01/14/2016. She came into the office on 1/19/16 to complete her FSA (Family Success Agreement) with a program specialist. At this point, it was determined that this client needed a job/vocational education, childcare, and transportation supportive services. She was referred to CCAP (Childcare Assistance Program) for the Childcare Services and STEP provided a transportation stipend. She was unemployed and had limited skills. This client expressed an interest in going to school to obtain her CNA training. She was then referred to WIOA (Workforce Innovation and Opportunity Act) to seek possible training funds to attend school. She attended WIOA orientation on 1/27/16. A WIOA application was established and the TABE test was administered. Career Counseling was administered to the client by the WIOA Customer Service Specialist. The client met the criteria for entry into the Julian Certified Nursing Assistant training school in Plaquemine, LA. Due to lack of WIOA youth funds, we were unable to provide the scholarship. She was then referred to our partner agency, Iberville Office of Community Services. This office approved a \$1000.00 scholarship for her to attend the CNA training. She began the training program on 2/22/16 and completed the program on 3/11/16. She is now employed full time at Plaquemine Caring as a CNA at \$9.00 per hour. Fringe benefits will be offered after one year of employment. She has become successful in her endeavors with the assistance of WIOA and partnering agencies.

Region III

Maritime and Oil and Gas Manufacturing Initiative

The local Workforce Investment Board and economic development entities, determined that Region 3 (Houma) was facing a critical shortage of skilled workers. Labor market data indicated that the demand for skilled workers in these industries is projected to continue growing through at least the year 2022.

Region 3 conducted meetings with education officials, economic development and trade groups, as well as the larger employers impacted by shortages of skilled workers.

Because of the feedback received from these organizations, Region 3 began a grassroots campaign of educating the community and specific target groups (students in grades 8-12, parents of these students, and underemployed individuals) about the benefits of careers in these demand occupations.

Region 3 has been giving presentations to various faith based groups, schools, and community and government organizations. These presentations include education and training requirements of the skills necessary for these jobs, as well as information about vendors who provide the training. We also include representatives from industry (Bollinger and Edison Chouest) who paint a realistic picture about a career in these industries and explain the multiple benefits of working within these industries.

Region IV & V Collaboration

Regions 4 & 5, through Workforce Development Boards #40, #41, & #51, decided to think outside of the box in terms of creating solutions, as the Oil & Gas industry quickly declined. After experiencing workforce reductions that topped 8,000 people, Oil & Gas displaced workers found themselves collecting unemployment and searching for new jobs. Although a vast majority of those laid off were high-leveled craftsmen, their skills were unrecognized in other industries. In March of 2016, a partnership formed between the Workforce Development Boards in Regions 4 & 5, the Louisiana Workforce Commission, South Louisiana Community College, Lafayette Economic Development Authority, Louisiana Economic Development Fast Start, and One Acadiana led to a highly successful job fair: the Industrial Trades Career Fair. This career fair attracted 35 employers, with over 1,800 jobseekers. The employers who attended the job fair were from neighboring regions, mostly Lake Charles and Baton Rouge, who through a survey indicated that there were 72 job offers made during the event and 266 interviews scheduled for after the event.

The second phase of the partnership led to a Super-Regional Customized Training Contract between the three workforce boards mentioned, the South Louisiana Community College, and six (6) industrial trade employers from Lake Charles and Baton Rouge. Thus far, through this contract, there have been more than 27 individuals from Region 4 who entered a 4 week short-term training program and are now certified scaffold builders. These ladies and gentlemen were provided this training opportunity through the Job Driven National Emergency Grant and were placed in employment, making an hourly salary between \$17 and \$31 per hour. Had the employers, Workforce Development Boards and South Louisiana Community College not contributed a combination of time, equipment, instruction, and program development, these individuals would possibly still be unemployed and searching for direction. The entities listed above are dedicated to continuing this partnership, as well as exploring many others. After all, we are here to "Put People to Work"!



Region IV

Participant Success Story #1

Lee Labrador (*Job Driven National Emergency Grant Participant*)

Lee Labrador is a navy veteran who has worked in the oilfield industry for quite a number of years. He has a solid history of achievement in safety, maintenance, and operation of vessels inshore and offshore. He was working as a boat captain with Trinity Lifeboat Services for over 6 years when he was laid off due to a reduction in the workforce. He came into the Lafayette Business & Career Solutions Center for possible financial assistance for training in a new career. At the same time, he had applied and was receiving unemployment insurance benefits. Interested in training to become a CDL Driver, he was approved for tuition assistance through the JD-NEG grant. As a husband and father of two, he wanted secure employment.

Lee attended Coastal Truck Driving School in Opelousas and was a diligent student. After his training, he had several trucking companies to choose from for employment. He decided on Schneider National and began work as a driver, earning \$22.50 an hour, just a few weeks after he received his diploma and obtained his Class A License. *Lee was very appreciative of our assistance and says he could not thank us enough for helping him get back on his feet.*

Participant Success Story #2

Gabriella Jones (*WIOA Adult Participant*)

Gabriella Jones is a single mom with 3 children. She was working as a CNA with Our Lady of Lourdes while attending Delta College of Arts & Technology in the nursing program. She was doing extremely well in all of her coursework and came to the Lafayette Business & Career Solutions Center for possible assistance with tuition. Meeting lower living standard guidelines, she applied and was approved for a scholarship. We then helped with tuition costs for her LPN training.

Gabriella went on to graduate, take and pass the NCLEX, and is now working as an LPN with the Iberia Parish School Board earning \$15.00 per hour. Even though she enjoys her work, she has high aspirations for herself. She plans to continue her education and go on to become an RN, and then a BSN. Even though Gabriella is 28, she says that she is determined to advance her career and accomplish all of her career goals by the age of 36. *She is glad that we were able to assist in the process.*

Participant Success Story #3

Dwayne Garner (*WIOA Dislocated Worker Participant*)

Dwayne Garner has a diverse employment history. He has worked as an inventory control manager, an insurance representative, and a branch manager. He also has more than 6 years of experience in warehouse and employee management. He was last working as a warehouse supervisor for Coastal Electric Supply when he got laid off due to the decline in the oilfield industry. He tried applying for different jobs but with no success. He came to the Lafayette Business & Career Solutions Center for help. He asked for any assistance we could possibly give him. We first looked at his resume to see if possible improvements could be made. Since Dwayne was applying for different positions, we advised him to customize his resume for the jobs he was looking into – in effect, having more than one resume for each field of work he was interested in. We worked closely with Dwayne, formulating two distinctive resumes for specific jobs that were posted on HiRE.

A staff referral was made for a warehouse personnel position at BMS of Acadiana. Dwayne was contacted, interviewed, and offered the position with BMS of Acadiana. Even though he would be making \$10.00 per hour, he was told by his new employer that within 90 days they would look to move him into a supervisory position based on his previous experience. At that point, his wages would also be bumped up to \$15.00 an hour. *Dwayne called our office to share the good news with us, telling us he had accepted*

the job. He thanked us, saying we had gone far beyond what he had expected in assisting him in acquiring a new job.

Participant Success Story #4

Destiny Darbonne (*Youth Participant*)

Destiny Darbonne dropped out of traditional high school in the 9th grade and for the following 3 years was home schooled. During this time, she was not motivated to excel and did not take academics seriously. She was clearly headed down a path with an uncertain future at best. As her 17th birthday approached, Destiny decided that a change needed to be made if she was going to have any kind of success on the horizon. With returning to a traditional school not being a viable option, Destiny applied to get into the Lafayette Business and Career Solutions Center Keeping You Trained and Educated (KYTE) program. She was accepted into the program and embarked on a journey to obtain her high school equivalency diploma. Under the tutelage, support, and guidance of the KYTE instructor, as well as the WIOA Youth Counselors, Destiny thrived and in a short period of time took and passed the HiSET.

The next step was for Destiny to obtain some valuable real life work experience. She was placed at the Lafayette Business and Career Solutions Center office working as a clerk. She worked assisting the youth counselors with administering the KYTE program. Under this environment, Destiny excelled and gained the necessary confidence that had been lacking previously. The youth and management staff were so impressed with Destiny's performance and transformation that once the work experience program concluded, she was hired to continue working as a part time employee of the center. In addition to working part time at the center, Destiny also obtained another part time job at a local shoe store. She plans on continuing her education in January 2017 at South Louisiana Community College majoring in general studies. Although she has not made a final decision on her long term career path, Destiny is now more focused and confident that she can achieve any goals that she sets for herself in the future.



Participant Success Story #5

Shaquilla Wadlow (*Strategies to Empower People (STEP) Participant*)

Shaquilla Wadlow is a participant that was referred by the Department of Children and Family Services (DCFS) to the STEP Program in 2016. Shaquilla is 19 years old and has a 2 year old daughter. She has been receiving FITAP and SNAP benefits, and living in subsidized housing. Shaquilla lacked transportation and high school education, which made it difficult to find employment. She came into the Lafayette Business and Career Solutions Center one day to meet with the STEP Case Manager. With her little girl accompanying her during her visit, Shaquilla broke down because her utilities had been

off at her apartment for two weeks and she had been staying with family, while waiting on her tax refund to come in so she could pay her electricity bill. Once her tax return came in, she cashed it and stored it at home, but someone in the house stole it. She had gotten into a huge fight with her family about the money and got kicked out of there as well. The STEP Case Manager called a local Community Action Agency, SMILE, and she was able to get assistance to pay the utility bill. During the visit, Shaquilla mentioned that she would be interested in entering Job Corps. The STEP Case Manager consulted with the local Job Corp Admissions Representative that is located in the Lafayette Business and Career Solutions Center to speak with her loosely about it. After researching for a Job Corps facility that allowed children on campus, Shaquilla completed the application process with the Job Corps Admissions Representative and submitted all required documentation.

Once the paperwork was completed, the Burdick Job Corps Campus in North Dakota called to inform Shaquilla that she was accepted into the program and wanted her to arrive in North Dakota on July 18, 2016 (two weeks away from the date of her visit)! Job Corps purchased plane tickets for her and her little daughter. They cover all expenses including housing, food, training, and daycare. On July 18, 2016, Shaquilla and her daughter were met at the Lafayette Regional Airport by the STEP Case Manager to ensure Shaquilla had all necessary paperwork. They landed in North Dakota that night. Shaquilla has never been outside of her parish until this day. She is currently enrolled in the High School Equivalency Program and is set to graduate with her High School Equivalency Diploma, as well as a diploma in the Certified Nursing Assistant program! Despite getting homesick every now and then, Shaquilla and her daughter are both doing well. They are both very grateful for this opportunity.

Region V

Participant Success Story #1

A participant entered the Beauregard Youth program as a junior in high school with a basic skills deficiency in Math. He comes from a large family with four brothers, and he is a twin. His father works full-time and the family is on public assistance. He had not previously worked and needed work experience opportunities to build his resume and to establish a skill set. He participated in leadership development and in the summer youth employment program working at a local private furniture company learning how to put furniture together, installing appliances, and assisting with sales.

While in high school, he played football and was very successful. He went from playing on the special teams to playing Linebacker and receiving State Honorable Mention and 1st Team All District awards for several years. He recently graduated from high school with a 3.0 GPA and received a fully paid football scholarship of \$137,000 to Lamar University in Beaumont. His major will be Civil Engineering, and he would like to one day “build a city from the ground up”. He is excited about this opportunity and realizes this is the dream of a lifetime. In addition, he is very appreciative of the assistance he received from the WIOA youth program to help him increase his skill set and become a leader.

Participant Success Story #2

A participant came into the Beauregard BCSC to file for unemployment and search for a job. Unfortunately, due to his demanding school schedule and state mandates, his employer was not able to work with him to allow him to maintain his full time employment. The participant was later profiled by unemployment for RESEA. During his visit with staff to create his IEP, he was told about the WIOA program and the training financial assistance that it could offer. The participant stated that he was currently in school at Northwestern State University to obtain his RN. The participant was unemployed, receiving public assistance, and struggling to make ends meet. However, he was determined to fulfill his dream of becoming an RN.

With the assistance from WIOA, this participant was able to graduate from Northwestern State University as an RN. The participant now works for Beauregard Memorial Hospital

as an Emergency Room RN. With assistance from the WIOA program, the participant was able to overcome financial barriers to self-sufficiency and is currently earning \$23.57 per hour. This participant is grateful for the help he has received from the program.

Participant Success Story #3

A participant from Chataignier, LA was enrolled in the Job Driven National Emergency Grant as a Rodbuster Helper II. He was determined eligible for the program, due to being profiled as a UI claimant. He had no income coming into his household, other than the \$247 a week in Unemployment. He was selected to attend training as a Rodbuster II at Sowela Technical Community College. After completing his training at Sowela, he was eligible for On-the-Job Training through the JD/NEG Grant at CB&I. He started training on 5/31/2016 and successfully completed his On-the-Job Training with CB&I on 8/24/2016. He is currently earning \$21.00 per hour and is currently still employed with CB&I as of 10/14/2016. He received a Certificate of Completion on 8/24/2016, having completed (640) hours of On-the-Job Training and also a Certificate of Completion on 5/27/2016 for completing (360) hours of Reinforcing Iron Work (Rodbuster) through Sowela Technical Community College.

He thanks the Business and Career Solutions Center and Staff and also Sowela and CB&I for giving him the opportunity to learn a new trade and the skills needed to be self-sufficient again in the Workforce.

Region VI

Work Ready Community

LWIA 60 and LWIA 61 partnered with the Central Louisiana Economic Development Alliance, the Orchard Foundation, School Boards, higher education, and employers to establish Louisiana's first Work Ready Community Initiative. This initiative allows business and industry to measure the foundational skills needed for a productive workforce. It provides understanding to individuals of what is required by employers, and it also provides policy makers with the ability to measure skill gaps in a timely manner and market Work Ready Community in the area. Rapides and Avoyelles Parishes are the only Certified Work Ready Communities in Louisiana. With a total of 10,030 National Career Readiness Certificates issued in WIA 60 & 61, combined, Region 6 is leading the way on the Work Ready Communities initiative. We currently have more than 125 employers supporting this initiative, many of which include it in their hiring process. We anticipate all parishes in Region 6 to achieve certification by February 2016.

Manufacturing Sector Strategy

In order to engage the Manufacturers of Central Louisiana, LWIA 60 and 61 partnered with the Central Louisiana Manufacturing Manager's Council. The Council is made up of approximately 47 manufacturers from Central Louisiana, including 26 of the largest manufacturers in the region. Region 6 hosted a council meeting and made a presentation on the advantages in partnering with LWC. This was followed up with one-on-one meeting. As a result, the region has been able to capture 39% of these employers as customers.

Regional Business Services

In an effort to more fully engage our business customers, Region 6 engaged in a new strategy. The top four industry sectors were identified based on projected employment and growth. The top 50 employers were targeted in each sector for engagement. Metrics were put in place to measure the effectiveness of business engagement. Work processes were adjusted to focus on the high demand jobs in these top sectors. An Industry Coordinator was assigned to work on industry sector engagement. A Business Consultant was also assigned to perform outreach for the region. As a result of these efforts, Market Penetration throughout the region rose an average of 14.5%, staff referrals resulting in a hire to demand occupations increased an average of 6.5%, the average time to make a

staff referral resulting in a hire to a demand occupation decreased by 24 days, and repeat customers increased by 2%.

Region VII

The implementation of the SP NEG program for Region 7's LWDA's 70 and 71 began July 1, 2015 and will end June 30, 2017. This Grant will help bolster Region 7's workforce in finding dislocated workers for training in occupations to enhance their employability and earnings. The Region's LWDA's are using 25% of the SP NEG for Regional planning and sector strategies to expand and enhance efforts to work together to meet industry's needs. Through the design of an assessment or credential that will address industry skill needs, apprenticeship programs, curriculum development, and enable collaborative decision-making, the plan is to engage businesses, stakeholders, and Regional partners in these activities. The SP NEG program will strengthen capacity to recruit, enroll, and train people with the skills required to fill jobs in the near and distant future, while expanding Regional sector partnerships initiatives aimed at transforming the way Louisiana's workforce system delivers services to employers and job seekers.

Program services include enhanced career services, training, and work-based training for dislocated workers. Region 7's goal is to provide program services to 50 participants of ten parishes in three targeted industry sectors which include Manufacturing, Healthcare, and IT. Region 7 currently is serving eight eligible dislocated workers under this Grant, who have additional barriers to re-employment. Three participants are in the OJT program, four participants are in occupational skills training, and one participant is in workplace-based training.

The Regional 7 Workforce Partnership (LWDA 70 and 71) is currently working with the Consultant for the Grant, The Woolsey Group, LLC, to implement the Sector Partnership portion of the Grant. The Partnership recently held a Regional meeting with key leadership from workforce development, education, economic development, industry, and other key stakeholders to form and continue Sector Partnership in high-growth in-demand industry. Industry champions were selected from the Manufacturing sector, which was selected as the Region's targeted industry sector. A launch meeting for the targeted industry sector, Manufacturing, is scheduled for the middle of November of 2016 that will include between 50 to 100 manufacturing companies that will be invited to attend the meeting.

On-the-Job Training

Region 7's LWDA's utilize On-the-Job Training (OJT) program in conjunction with the LWC's Business Consultants (BCs) as the methods of service delivery to local businesses. The OJT Program addresses the need of businesses for short-term experiential training.

The Region 7 LWDA's also offer Customized Training tailored to specific industry requirements. The LWC's Business Consultants (BCs) are in contact with local businesses and are very familiar with the services offered through Region 7's LWDA's. The BC's are an excellent source of referral for WIOA clients for the OJT or Customized Training components. The LWDA's in the Region will seek a closer and better-coordinated relationship with the local BC's. The Region utilizes Workkeys and other interest and aptitude assessments as the common assessment instruments for WIOA clients. The Region has attempted to make the assessment process as customer-friendly as possible by offering the assessment every day as needed. This allows the client to fit the process to their schedule, thus making for an efficient and streamlined assessment.

On-the-Job Training (OJT) is considered one of the most beneficial training opportunities. It assists an employee that may not possess the skills needed for a job, with a chance to learn a new job while earning an income. It also allows an employer the chance to train an employee with less expense to the employer. The employer either can be in the public, private non-profit, or private sector. The employer can be reimbursed up to 50 percent of the wage rate of the individual for the extraordinary cost of providing the training and increased supervision related to the training. OJT is limited in duration, based upon the target occupation, the participant's prior work experience, and the service strategy. After trainees have been certified as eligible for the OJT Program and hired by the employer, reimbursement begins and continues until the allotted training time expires. The following represents companies in Region 7 that benefited from OJT contracts.

The Region's LWDAs have emphasized Manufacturing and Healthcare as two of the Region's targeted sectors for OJT. Current contracts with Manufacturing and Healthcare sectors include: Libbey Glass, Shreveport Tractor, Delta Contract Interiors, R & V Works, Monster Moto, and DeSoto Healthcare. The Region is also pursuing other efforts with a variety of employers.

32 participants are currently in training or have completed training in the OJT program for PY 2016. LWDAs 70 and 71 have focused their attention on writing OJT contracts and will continue to do so throughout the 2016 Program Year. USDOL and the LWC have indicated to the local areas that we must change our focus from spending classroom training dollars to emphasize spending On-the-Job Training dollars. Both agencies are emphasizing Business Engagement in Region 7. Business Service Representatives will continue to meet with employers, and will use all resources available to follow up on job listings and make employer contacts.

The Shreveport Area Electrical JATC Program

In 2015, both Local Workforce Development Areas in Region 7 began discussions with staff from Shreveport's JATC Electrical Apprenticeship Program (IBEW Local 194) on how WIOA funds might be used to help pay the training expenses of new apprentices. After a number of meetings, a coordination plan was developed that was successfully implemented in May of this year. A WIOA eligibility pre-screening form developed by LWDA 70 and LWDA 71 was made available to applicants accepted for the Electrical Apprenticeship Program that was to begin training activities on June 13, 2016. Completed prescreening forms were forwarded to the administrative offices of LWDA 70. Through this process, eight new Apprentices were identified as being eligible for WIOA Adult and Dislocated Worker training services. To date, WIOA funds have been used to purchase standard tool kits and textbooks for these eight new Apprentices at a cost of approximately \$1,000 each. WIOA funds will also be used to reimburse the new Apprentices for the purchase of work boots, needed when they complete the classroom component of their training and begin their jobs as Apprentice Electricians. Through the work of staff from LWDA 70, LWDA 71, and the Shreveport Area Electrical JATC, WIOA participants are being prepared to enter careers as Electricians, a demand occupation in Region 7 offering an average income of \$42,000 a year.

Louisiana Prisoner ReEntry Initiative

The Region 7 LWDAs are participating in the Louisiana Prisoner ReEntry Initiative, beginning with five community pilot sites in 2016, one of which is Caddo Parish, and with seven more sites in 2017, which includes Bossier Parish.

The vision of this Initiative is that every offender released back to the community will have access to the tools needed to successfully reintegrate into the community. The mission is to enhance public safety by implementing a plan of services and supervision developed with each offender delivered through state and local collaboration from the time of their incarceration through their transition, reintegration, and after care in the community. A local re-entry coalition is currently being formed, which will inform, advise, and support the implementation process.

Participant Success Story #1

LaToya M. Collins

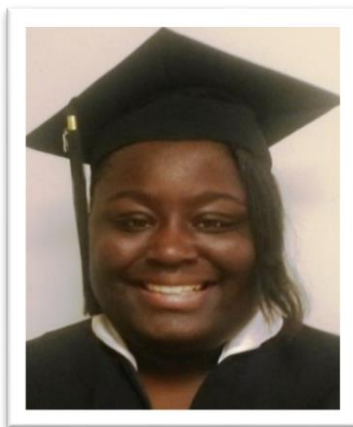
Graduate of Galilee Family Enrichment Center—GED Program Shreveport, LA

LaToya Collins enrolled in a GED program funded by a Federal WIA/WIOA Grant from the City of Shreveport, Department of Community Development, Workforce Bureau at the age of twenty-one (21). LaToya learned about the program when she saw a flyer posted at her neighborhood recreation center. From that point, she diligently sought enrollment in the Galilee Family Enrichment Center's GED program. Because LaToya was an out-of-school youth, with a disability, who had previously been homeschooled and never actually engaged in learning in a formal classroom setting, this adventure would prove to be a different and somewhat challenging experience for her. Furthermore, none of her older siblings had successfully completed high school.

When LaToya entered the program April 10, 2013, she was not basic skills deficient in math; however, her reading level was less than fifth grade. This was a major area, along with writing, science and social studies, that LaToya needed to master in order to obtain her equivalency diploma.

LaToya's sister, Latosha Collins, had already been accepted into the program. This

made LaToya very determined and eager to put forth extra efforts to learn, in spite of her challenges. Her attendance was above average while enrolled in the program. With the assistance of her program manager, instructors, and case manager, LaToya was able to overcome some of life's obstacles that prevented her from obtaining an education. Ultimately, LaToya's sister (LaTosha) became the first in her family to obtain her GED (2014), and LaToya was the second family member to pass the HiSET and earned her diploma May 6, 2016. LaToya also participated in the WIA/WIOA Summer Youth Employment Training Program during the summers of 2013 through 2016, while simultaneously pursuing her education. This unique work program helped her financially as well as set the stage for her to later enter Louisiana Technical College, Culinary Arts program where she is currently attending. Regardless of how difficult it became for LaToya, she endured beyond measures, thanks to the Workforce Innovation and Opportunity Act. LaToya's goal is to become a successful cook and business owner.

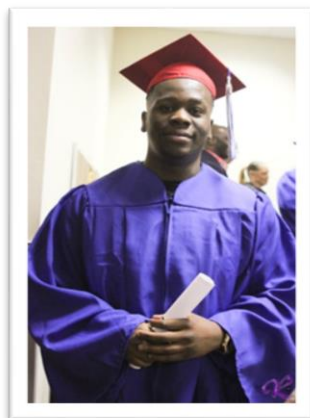


Participant Success Story #2

James Robinson

James Robinson, a young African-American male, went through many obstacles to achieve his high school diploma. After failing various parts of the test, James Robinson did not quit. He was determined to get his diploma. Finally, with the help and constant encouragement from the staff of the Lake Community Development Corporation, Back on Track HiSET Program, funded by the City of Shreveport, Department of Community Development, Workforce Bureau (WIOA Federal Grant), James passed all parts of the HiSET test.

James proved that he believes in our class motto: "A Winner Never Quits and A Quitter Never Wins." This is indeed a success that must be applauded. Today, despite the obstacles that he is still facing, James is moving towards his goal of obtaining his barber's certification. Therefore, the Village will continue to encourage him to stay focused on his goals, so that he can become the man he was born to be.



Participant Success Story #3
Michaela Robertson

Life periodically presents situations that appear to defy reality. Such is the case with Michaela. On an ordinary day, Michaela walked into my office in Arcadia with an outlook of disappointment and disarray. She was living with her grandparents. Being very close to them, she had basically grown up under their direction. With this situation, her future appeared to be secure and promising. On a later date, she came into my office after the death of her parents grandparents?. She just knew that life was about to take a direction that she was not prepared for. She just knew that she needed employment and a method of support for herself. To further complicate matters, she had dropped out of high school. I shared with her information on classroom training and how to find employment. Michaela enrolled in an In-Patient Care Program at Louisiana Technical College – Minden Campus and completed training. Michaela is now employed with a local nursing home as a CNA.

Participant Success Story #4
Jacquil D. Clark

Jacquil D. Clark is one of our Bossier Parish Youth who recently earned an Associate's Degree from Bossier Parish Community College. His Major was Oil and Gas Production Technology. Jacquil had previously held CDL jobs, but his desire was to advance his career to work in the Oil industry. He said that he likes traditional male work, where he can use his hands and get dirty. He never had official CDL training but, from working in the trucking industry, he taught himself how to drive, took the CDL test, and passed it. He continued to work part-time, while attending school to help support his two children. He also participated in the WIOA Summer Youth Program, where he worked at the local community college. There were never any reservations about going to school and working at the same time, because he had a plan and was determined to achieve it. Upon graduating, he was immediately hired at Calumet Refinery as a Loader/Blender making \$20.85 per hour. After speaking with him recently about his job, he said that he received a raise and is now making \$31.90 per hour. Jacquil said that with WIOA assistance, he was able to achieve his goal, and it enabled him the opportunity to learn the necessary skills to obtain employment in his desired field.

Participant Success Story #5
Anne Mahlock

Anne Mahloch was a Youth participant of the WIOA Program. She enrolled in our program in August of 2011, in need of financial assistance to complete Nursing School. Anne attended Northwestern State University where she received a Bachelor of Science in Nursing. She graduated in August of 2016 and is currently employed as a Registered Nurse at the University Health in Shreveport, Louisiana, working in the Labor Unit Triage. Anne successfully completed the WIOA program and is very grateful for all of the help and support she was granted to achieve this lifetime goal.



Region VIII

With the implementation of WIOA, PY 2015 was a year of transition and opportunity for the Region 8 workforce team. One of the highlights of PY 2015 was the development of the Sector Partnership Initiative. Region 8 values the Employment and Training Administration's (ETA) priority of collaboration with regional industry-focused approaches to the workforce and economic development sector strategies under WIOA.

In collaboration with the Louisiana Workforce Commission, through a Sector Partnership National Emergency Grant (SP NEG), Region 8 became a "trail blazer" in the state by designing and developing the first sector partnership initiative. The Sector Partnership Initiative will ensure industries thrive and grow in the regional economy, while individuals receive the right education and training at the right time for existing jobs in their local labor market. Region 8 aims to capitalize on the promising opportunities identified through the initiative.

Extensive staff development and partner training began in March of 2016 with the onboarding of nationally recognized expert, Lindsey Woolsey. Labor market research and analysis helped identify the sector with a strong potential for growth, the largest employer base, and the largest economic impact for the region; that sector was Healthcare. WDB 81 & 83 are serving as the active conveners for the NELA Healthcare Sector Partnership. Using the power of coordination, support partners from education, economic development, workforce development, and other community organizations, Region 8 will be working to address the multiple needs of the Healthcare providers, including issues related to talent, infrastructure, policy, technology, and others as identified.

After the tremendous effort and diligence of the staff of WDB 81 & WDB 83, guidance from the Woolsey Group, and with assistance from a number of core partners, six industry CEOs and administrators welcomed the opportunity to extend the invitation to Regional Healthcare providers and to champion the partnership. A remarkably successful NELA Healthcare Sector Partnership launch occurred August 3, 2016, with over 40 Healthcare providers represented. This is just the beginning, but we are off to a great start!

As we move forward with this initiative over the next year, we plan to grow the Healthcare partnership and initiate the development of a second partnership – Manufacturing.

Participant Success Story #1

Healthcare Profession Opportunity Grant (HPOG) – PHOCAS Success Story

While working as a private sitter at Care Solutions, Jaleesa recognized a desire for a better future for herself and her young child. She had a dream to become a Licensed Practical Nurse (LPN) in August 2014. Inspired by her grandparents to further her education, Jaleesa sought out the PHOCAS program for tuition assistance, but she received so much more. She found her way to a better tomorrow.

Jaleesa enrolled in college at Louisiana Delta Community College in West Monroe, Louisiana and became a HPOG PHOCAS recipient in August 2014, under the first HPOG grant. Jaleesa was able to continue to receive uninterrupted sponsorship from PHOCAS due to the no cost extension of the first HPOG grant and the continuation of services offered through the second round of HPOG grants.

Attending school and having a young child was hard, but she knew she was making the right decision to further her education. Through the Workforce Development Board 83's PHOCAS HPOG Project, Jaleesa received assistance with tuition, books, uniforms, and transportation. What seemed impossible became possible, due to help she received from PHOCAS in removing the obstacles in her path. Now what was once just a dream has manifested through hard work and perseverance. May 12, 2016 Jaleesa graduated from Louisiana Delta Community College as an LPN.

She says, "I came into the PHOCAS program as a teen mom, but I was determined to take control of my life for my family. I decided to attend school and pursue a nursing degree, but I needed financial assistance to make this possible. I refused to allow my past circumstances to dictate my future. My grandfather told me about PHOCAS, and I ran

toward the opportunity. I was told PHOCAS would assist with tuitions, books, uniforms, graduation fees, travel, tutoring, etc. This was such a surreal experience. I was in awe because I knew the financial burden would be half the battle, but thanks to PHOCAS it was not an issue.”

Jaleesa stands tall at West Monroe Guess House as a Licensed Practical Nurse. She said, “I will forever be grateful to PHOCAS. My life has changed tremendously, and I am elated to have been chosen for this program.” She plans to work one year as an LPN before pursuing her Registered Nursing Degree. HPOG’s PHOCAS cannot wait to help her advance to the next step on her career pathway. Jaleesa has increased her hourly wage from \$7.25 per hour to \$18.00 per hour! That is a 60% wage increase! Way to stay “PHOCASed”, Jaleesa!

Participant Success Story #2

Ms. Sharmaine Tramble was seeking an internship to complete her Master’s Program at the University of Louisiana at Monroe. Ms. Tramble was granted a 4 week internship that eventually turned into a Part-time position with the Ouachita Business and Career Solutions Center.

During the internship, Ms. Tramble gained skills in order to help her write a grant in one of her classes at the university. Ms. Tramble was given the opportunity to work on the National Emergency Grant for the Disaster Flood Relief.

Ms. Tramble continued to seek full-time employment with Workforce. A position was available at the Ouachita Parish Courthouse. Ms. Tramble was interviewed along with other candidates. She was selected to be the License Specialist for the Ouachita Parish Police Jury as a full-time employee. Ms. Tramble stated that going through the many employment transitions has helped her prepare for her future as a Corporate Attorney. She looks forward to completing the Master’s Program in Public Administration in May of 2017 and attending Law School.

Ms. Tramble stated, “I am forever indebted to the Ouachita Workforce Program for the opportunity to enhance my skills to be able to work in the public sector.” She is a true success story because she worked as a volunteer and her skills and personality gained her full-time employment. Ms. Tramble has blossomed from a shy young college student into a mature working adult.

VI: Appendix

a. Appendix A

Definitions of Common Measure Adult Entered Employment Rate

Of those who are not employed at registration:

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.

Adult Employment Retention Rate at 6 Months

Of those who are employed in the first quarter after exit:

Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter

Adult Average Earnings Change in 6 Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.

Dislocated Worker Entered Employment Rate

Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter.

Dislocated Worker Employment Retention Rate at 6 Months

Of those who are employed in the first quarter after exit:

Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Dislocated Worker Earnings Replacement Rate in 6 Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation).

Placement in employment or education

Number of youth who are in employment or enrolled in post-secondary education and/or advanced training/occupational skill training in the first quarter after the exit quarter divided by the number of youth participants who exit during the quarter.

Attainment of a Degree or Certificate

Number of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter divided by the youth participants who exit during the quarter.

Literacy and Numeracy Gain

The number of youth participants who increase one or more educational functioning levels divided by the number of youth participants who have completed a year in the program (i.e., one year from the date of first youth program service) plus the number of youth participants who exit before completing a year in the youth program.

b. Appendix B**Tables from ETA 9091 - Program Year 2015 Statewide****Local Workforce Investment Areas Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63.0%	63.92%	15,581
			24,377
Employment Retention Rate	82.0%	82.79%	24,171
			29,194
Average Earnings	\$14,800	\$14,526.84	\$351,026,537.30
			24,164

Outcomes for Adult for Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	61.57	782	61.86	806	42.13	375	51.21	2217
		1270		1303		890		4329
Employment Retention Rate	85.36	653	80.27	1168	71.78	529	81.49	2989
		765		1455		737		3668
Average Earnings	11,310.31	7,363,009.25	17,913.47	20,905,017.86	11,320.94	5,988,775.87	15,806.89	47,246,807.96
		651		1167		529		2989

Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	73.42	652	59.71	4,414
		888		7,939
Employment Retention Rate	86.61	1,003	85.62	3,244
		1,158		3,789
Average Earnings	\$14,080.51	14,038,265.14	\$15,340.63	49,749,668.36
		997		3,243

Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69.0	65.86	5,025
			7,630
Employment Retention Rate	87.0	84.37	3,013
			3,571
Average Earnings	\$17,500	\$20,293.44	61,123,833.44
			3,012

Reported Information									Outcomes for Dislocated Worker Special Populations
	Veterans	Individuals with Disabilities			Older Individuals		Displaced Homemakers		
Entered Employment Rate	63.4	291	41.18	70	56	1158	68.49	50	
		459		170		2068		73	
Employment Retention Rate	83.17	168	74.47	35	76.25	626	91.18	31	
		202		47		821		34	
Average Earnings	21,768.72	3,657,145.71	19,702.70	689,594.39	21,631.90	13,541,571.72	13,698.70	424,659.81	
		168		35		626		31	

Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	76.8	288	57.26	2,788
		375		4,869
Employment Retention Rate	84.73	233	86.36	912
		275		1,056
Average Earnings	\$16,246.14	3,769,104.94	\$21,091.63	19,235,565.63
		232		912

Youth (14 – 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.0	70.23	368
			524
Employment Retention Rate	65.0	71.89	381
			530
Average Earnings	60.0	56.19	177
			315

Reported Information	12 Month Employment Retention Rate		12 Month Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Worker)		Placements in Non- traditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed	
Adults	84.1%	29,169	193.30	6,903,692.47	1.19%	185	6,506.47	101,331,823.20	47.8%	312
		34,649		34640		15,581		15,574		652
Dislocated Worker	84.6%	2,726	78.43	54,232,207	1.17%	59	9,850.57	49,459,717.55	49.6%	143
		3,220		69,147,830.95		5,025		5,021		288

Other Reported Information

Participation Levels

Reported information	Total Participants Served	Total Exiters
Total Adults Customers	303,815	290,416
Total Adults (self-service only)	262,068	255,119
WIA Adults	294,092	283,188
WIA Dislocated Workers	13,641	9,635
Total Youth (14 – 21)	1,447	641
Out-of-School Youth	1,011	461
In-School Youth	436	180

Cost of Program Activities

Program Activity		Total Spending
Local Adults		\$9,123,097.00
Local Dislocated Worker		\$7,243,040.00
Local Youth		\$7,843,996.00
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$1,714,317.00
Statewide Required Activities (up to 5%) WIA Section 134(a)(2)(B)		\$2,835,190.00
Statewide Allowable Activities WIA Section 134(a)(3)		
	N/A	
Total of All Federal Spending Listed Above		\$28,759,640.00

First Planning District Consortium – LWIA 10

Total Participants Served		Adults 12,455
		Dislocated Workers 622
		Older Youth (19 – 21) 26 Report Total Youth 28
ETA Assigned # 22045	Total Exiters	Adults 12,554
		Dislocated Workers 682
		Older Youth (19 – 21) 7 Report Total Youth 19

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	67.0%
	Dislocated Workers	61.0%	57.0%
Retention Rates	Adults	78.0%	85.0%
	Dislocated Workers	81.0%	90.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,300	\$15,816
	Dislocated Workers	\$18,200	\$20,281
Placement in Employment or Education	Youth (14 – 21)	65.0%	82.0%
Attainment of Degree or Certificate	Youth (14 – 21)	50.0%	90.0%
Literacy and Numeracy Gains	Youth (14 – 21)	61.0%	80.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Jefferson Parish Department of Employment & Training – LWIA 11

Total Participants Served		Adults 26,002
		Dislocated Workers 965
		Older Youth (19 – 21) 34 Report Total Youth 40
ETA Assigned # 22015	Total Exiters	Adults 24,936
		Dislocated Workers 536
		Older Youth (19 – 21) 48 Report Total Youth 58

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	55.0%	60.0%
	Dislocated Workers	60.0%	60.0%
Retention Rates	Adults	75.0%	82.0%
	Dislocated Workers	81.0%	84.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,200	\$13,692
	Dislocated Workers	\$18,200	\$19,667
Placement in Employment or Education	Youth (14 – 21)	55.0%	58.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	66.0%
Literacy and Numeracy Gains	Youth (14 – 21)	60.0%	57.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Orleans Parish – LWIA 12

Total Participants Served		Adults 21,889
		Dislocated Workers 1,494
		Older Youth (19 – 21) 132 Report Total Youth 253
ETA Assigned # 22025	Total Exiters	Adults 21,777
		Dislocated Workers 1,155
		Older Youth (19 – 21) 59 Report Total Youth 115

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	67.0%
	Dislocated Workers	63.0%	62.0%
Retention Rates	Adults	75.0%	83.0%
	Dislocated Workers	82.0%	90.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$11,700	\$13,220
	Dislocated Workers	\$14,700	\$16,562
Placement in Employment or Education	Youth (14 – 21)	65.0%	67.0%
Attainment of Degree or Certificate	Youth (14 – 21)	55.0%	71.0%
Literacy and Numeracy Gains	Youth (14 – 21)	40.0%	28.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	7

St. Charles Parish Consortium – LWIA 14

Total Participants Served		Adults 7,909
		Dislocated Workers 476
		Older Youth (19 – 21) 13 Report Total Youth 22
ETA Assigned # 22090	Total Exiters	Adults 7,830
		Dislocated Workers 327
		Older Youth (19 – 21) 4 Report Total Youth 4

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	69.0%
	Dislocated Workers	68.0%	71.0%
Retention Rates	Adults	77.0%	87.0%
	Dislocated Workers	81.0%	88.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,500	\$16,778
	Dislocated Workers	\$18,200	\$18,369
Placement in Employment or Education	Youth (14 – 21)	41.0%	100.0%
Attainment of Degree or Certificate	Youth (14 – 21)	40.0%	67.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	100.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	9

Second Planning District Consortium - LWIA 20

Total Participants Served		Adults 32,620
		Dislocated Workers 1,015
		Older Youth (19 – 21) 32 Report Total Youth 96
ETA Assigned # 22050	Total Exiters	Adults 31,487
		Dislocated Workers 696
		Older Youth (19 – 21) 25 Report Total Youth 63

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	59.0%	73.0%
	Dislocated Workers	68.0%	65.0%
Retention Rates	Adults	78.0%	82.0%
	Dislocated Workers	85.0%	88.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800	\$15,171
	Dislocated Workers	\$15,000	\$21,750
Placement in Employment or Education	Youth (14 – 21)	54.0%	60.0%
Attainment of Degree or Certificate	Youth (14 – 21)	62.0%	90.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	100.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

East Baton Rouge Parish - LWIA 21

Total Participants Served		Adults 25,884
		Dislocated Workers 487
		Older Youth (19 – 21) 20 Report Total Youth 77
ETA Assigned # 22005	Total Exiters	Adults 25,438
		Dislocated Workers 414
		Older Youth (19 – 21) 10 Report Total Youth 38

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	62.0%
	Dislocated Workers	63.0%	64.0%
Retention Rates	Adults	76.0%	87.0%
	Dislocated Workers	81.0%	90.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,200	\$15,660
	Dislocated Workers	\$15,000	\$20,356
Placement in Employment or Education	Youth (14 – 21)	50.0%	61.0%
Attainment of Degree or Certificate	Youth (14 – 21)	60.0%	53.0%
Literacy and Numeracy Gains	Youth (14 – 21)	53.0%	60.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Lafourche Parish Consortium – LWIA 31

Total Participants Served		Adults 13,606
		Dislocated Workers 816
		Older Youth (19 – 21) 17 Report Total Youth 69
ETA Assigned # 22085	Total Exiters	Adults 12,858
		Dislocated Workers 766
		Older Youth (19 – 21) 9 Report Total Youth 29

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	56.0%	59.0%
	Dislocated Workers	68.0%	59.0%
Retention Rates	Adults	74.0%	76.0%
	Dislocated Workers	76.0%	84.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,400	\$12,366
	Dislocated Workers	\$14,000	\$26,585
Placement in Employment or Education	Youth (14 – 21)	65.0%	96.0%
Attainment of Degree or Certificate	Youth (14 – 21)	49.0%	64.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	79.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Fourth Planning district Consortium – LWIA 40

Total Participants Served		Adults 27,484
		Dislocated Workers 1,921
		Older Youth (19 – 21) 31 Report Total Youth 75
ETA Assigned # 22060	Total Exiters	Adults 25,080
		Dislocated Workers 985
		Older Youth (19 – 21) 21 Report Total Youth 33

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	65.0%
	Dislocated Workers	65.0%	65.0%
Retention Rates	Adults	77.0%	81.0%
	Dislocated Workers	80.0%	83.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,700	\$13,868
	Dislocated Workers	\$16,200	\$17,165
Placement in Employment or Education	Youth (14 – 21)	57.0%	81.0%
Attainment of Degree or Certificate	Youth (14 – 21)	57.0%	66.0%
Literacy and Numeracy Gains	Youth (14 – 21)	46.0%	64.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Lafayette Parish – LWIA 41

Total Participants Served		Adults 17,371
		Dislocated Workers 1,664
		Older Youth (19 – 21) 27 Report Total Youth 76
ETA Assigned # 22020	Total Exiters	Adults 15,008
		Dislocated Workers 652
		Older Youth (19 – 21) 15 Report Total Youth 46

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	74.0%
	Dislocated Workers	68.0%	72.0%
Retention Rates	Adults	77.0%	82.0%
	Dislocated Workers	83.0%	84.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$11,400	\$14,038
	Dislocated Workers	\$16,900	\$18,811
Placement in Employment or Education	Youth (14 – 21)	53.0%	64.0%
Attainment of Degree or Certificate	Youth (14 – 21)	58.0%	53.0%
Literacy and Numeracy Gains	Youth (14 – 21)	54.0%	57.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Calcasieu Parish Consortium – LWIA 51

Total Participants Served		Adults 26,796
		Dislocated Workers 647
		Older Youth (19 – 21) 61 Report Total Youth 140
ETA Assigned # 22105	Total Exiters	Adults 25,992
		Dislocated Workers 499
		Older Youth (19 – 21) 16 Report Total Youth 35

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	66.0%
	Dislocated Workers	66.0%	66.0%
Retention Rates	Adults	81.0%	84.0%
	Dislocated Workers	85.0%	85.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800	\$17,510
	Dislocated Workers	\$16,500	\$22,591
Placement in Employment or Education	Youth (14 – 21)	65.0%	75.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	69.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	50.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	6

Sixth Planning District Consortium – LWIA 60

Total Participants Served		Adults 8,136
		Dislocated Workers 398
		Older Youth (19 – 21) 46 Report Total Youth 121
ETA Assigned # 22070	Total Exiters	Adults 8,089
		Dislocated Workers 207
		Older Youth (19 – 21) 11 Report Total Youth 25

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	58.0%
	Dislocated Workers	68.0%	72.0%
Retention Rates	Adults	79.0%	80.0%
	Dislocated Workers	79.0%	83.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$14,800	\$13,150
	Dislocated Workers	\$15,000	\$16,826
Placement in Employment or Education	Youth (14 – 21)	65.0%	81.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	68.0%
Literacy and Numeracy Gains	Youth (14 – 21)	60.0%	78.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Rapides Parish – LWIA 61

Total Participants Served		Adults 8,204
		Dislocated Workers 214
		Older Youth (19 – 21) 33 Report Total Youth 55
ETA Assigned # 22035	Total Exiters	Adults 7,857
		Dislocated Workers 164
		Older Youth (19 – 21) 12 Report Total Youth 18

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	60.0%	71.0%
	Dislocated Workers	56.0%	64.0%
Retention Rates	Adults	77.0%	87.0%
	Dislocated Workers	81.0%	83.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,500	\$14,532
	Dislocated Workers	\$14,900	\$16,973
Placement in Employment or Education	Youth (14 – 21)	65.0%	100.0%
Attainment of Degree or Certificate	Youth (14 – 21)	63.0%	67.0%
Literacy and Numeracy Gains	Youth (14 – 21)	50.0%	00.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	7

Seventh Planning District Consortium – LWIA 70

Total Participants Served		Adults 22,424
		Dislocated Workers 907
		Older Youth (19 – 21) 55 Report Total Youth 76
ETA Assigned # 22075	Total Exiters	Adults 21,696
		Dislocated Workers 788
		Older Youth (19 – 21) 28 Report Total Youth 35

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	57.0%	63.0%
	Dislocated Workers	68.0%	55.0%
Retention Rates	Adults	76.0%	82.0%
	Dislocated Workers	84.0%	89.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$12,500	\$11,733
	Dislocated Workers	\$16,600	\$16,696
Placement in Employment or Education	Youth (14 – 21)	65.0%	71.0%
Attainment of Degree or Certificate	Youth (14 – 21)	55.0%	74.0%
Literacy and Numeracy Gains	Youth (14 – 21)	63.0%	75.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

City of Shreveport – LWIA 71

Total Participants Served		Adults 17,198
		Dislocated Workers 212
		Older Youth (19 – 21) 15 Report Total Youth 51
ETA Assigned # 22040	Total Exiters	Adults 17,040
		Dislocated Workers 212
		Older Youth (19 – 21) 6 Report Total Youth 25

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	55.0%	62.0%
	Dislocated Workers	64.0%	62.0%
Retention Rates	Adults	76.0%	86.0%
	Dislocated Workers	85.0%	89.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$10,500	\$13,337
	Dislocated Workers	\$13,500	\$12,995
Placement in Employment or Education	Youth (14 – 21)	59.0%	81.0%
Attainment of Degree or Certificate	Youth (14 – 21)	45.0%	87.0%
Literacy and Numeracy Gains	Youth (14 – 21)	65.0%	85.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Ouachita Parish – LWIA 81

Total Participants Served		Adults 11,126
		Dislocated Workers 106
		Older Youth (19 – 21) 41 Report Total Youth 176
ETA Assigned # 22030	Total Exiters	Adults 11,175
		Dislocated Workers 65
		Older Youth (19 – 21) 13 Report Total Youth 65

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	58.0%	66.0%
	Dislocated Workers	68.0%	67.0%
Retention Rates	Adults	78.0%	88.0%
	Dislocated Workers	81.0%	94.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$12,800	\$13,490
	Dislocated Workers	\$16,500	\$14,475
Placement in Employment or Education	Youth (14 – 21)	55.0%	87.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	92.0%
Literacy and Numeracy Gains	Youth (14 – 21)	50.0%	11.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	1	2	6

Franklin Parish Consortium – LWIA 83

Total Participants Served		Adults 14,793
		Dislocated Workers 221
		Older Youth (19 – 21) 34 Report Total Youth 65
ETA Assigned # 22095	Total Exiters	Adults 14,190
		Dislocated Workers 260
		Older Youth (19 – 21) 19 Report Total Youth 32

Reported Information	Participants Served	Negotiated Performance	Actual
Entered Employment Rates	Adults	58.0%	60.0%
	Dislocated Workers	68.0%	57.0%
Retention Rates	Adults	76.0%	80.0%
	Dislocated Workers	80.0%	87.0%
Average Earnings (adults/DW) 6 Months Earnings Increase (Older Youth)	Adults	\$13,800	\$11,629
	Dislocated Workers	\$14,300	\$14,547
Placement in Employment or Education	Youth (14 – 21)	65.0%	35.0%
Attainment of Degree or Certificate	Youth (14 – 21)	65.0%	46.0%
Literacy and Numeracy Gains	Youth (14 – 21)	62.0%	64.0%

Overall Status of Local Performance	Not Met	Met	Exceeded
	2	2	5



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